



EXCELLERATOR

QUARTERLY MEETING

August 27, 2019



PRESENTING:

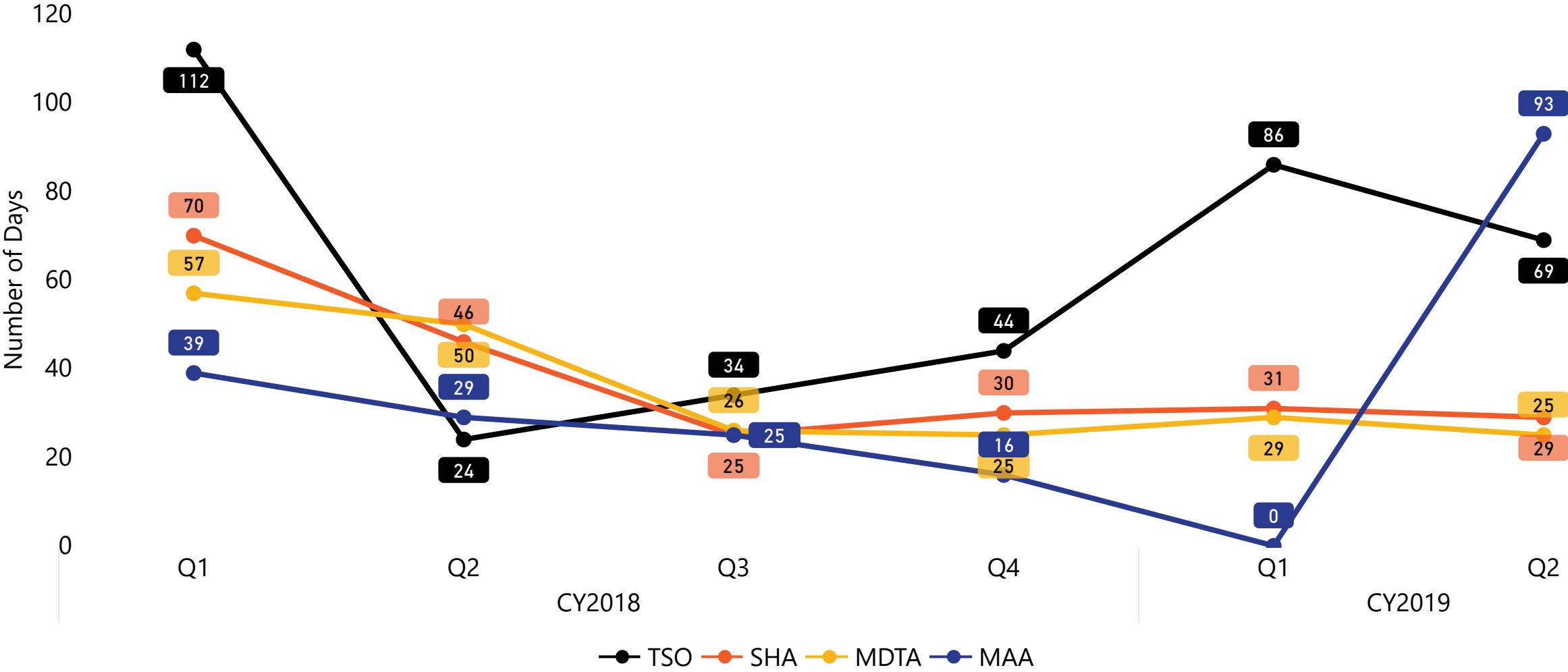
PROVIDE EXCEPTIONAL CUSTOMER SERVICE

TANGIBLE RESULT #1

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.2: Responsiveness to MDOT Customer Correspondence - *Trey Hanna*

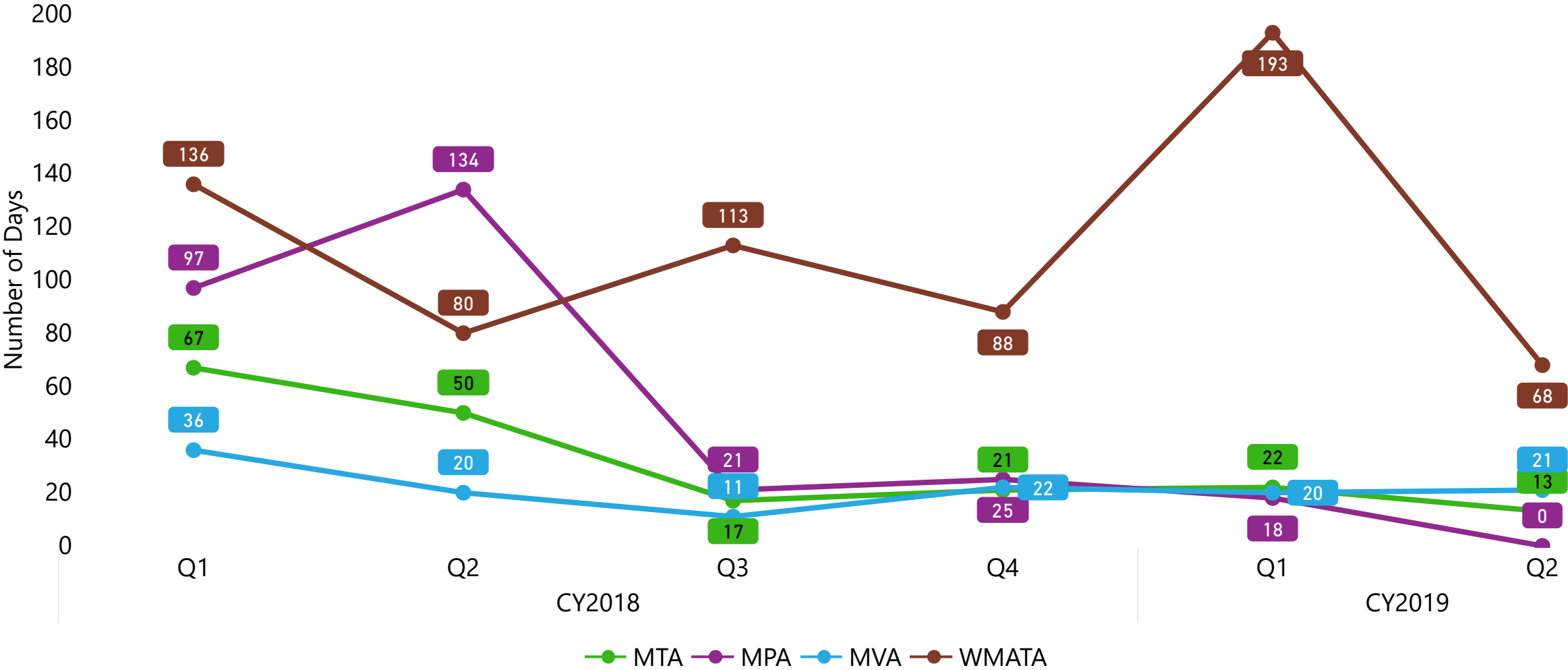
Chart 1.2A.1: Average Number of Days to Respond to Correspondence in MDOT IQ System by TBU



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

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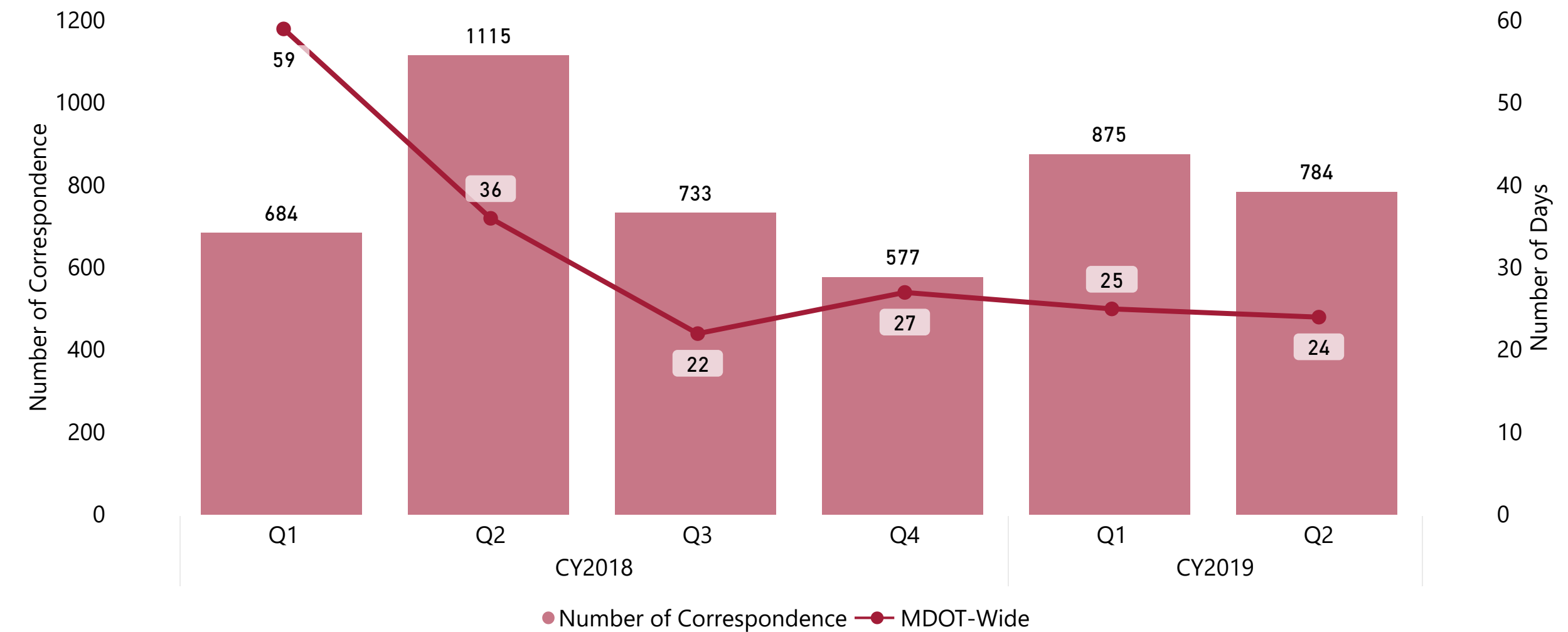
Chart 1.2A.2: Average Number of Days to Respond to Correspondence in MDOT IQ System by TBU



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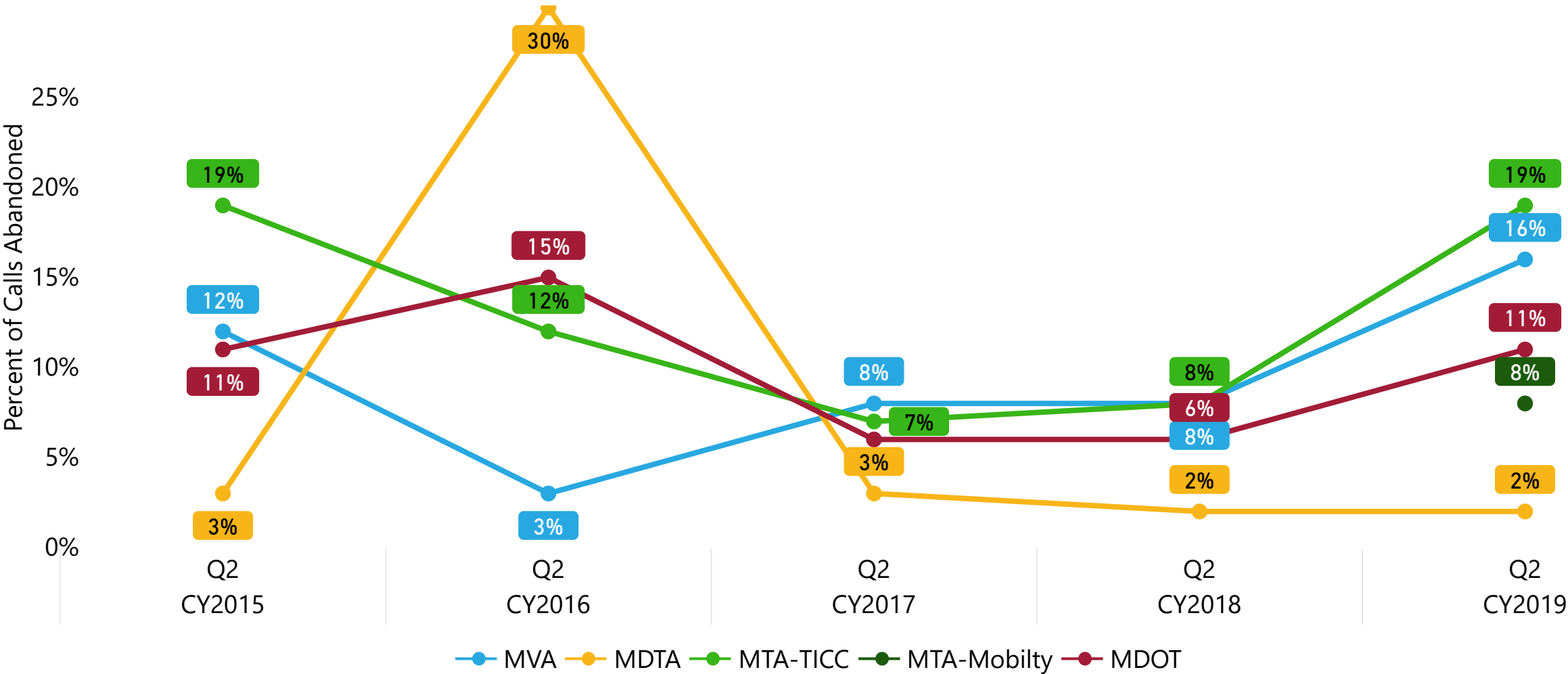
Chart 1.2A.3: Average Number of Days to Respond to Correspondence in MDOT IQ System-Wide



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services - *Darol Smith*

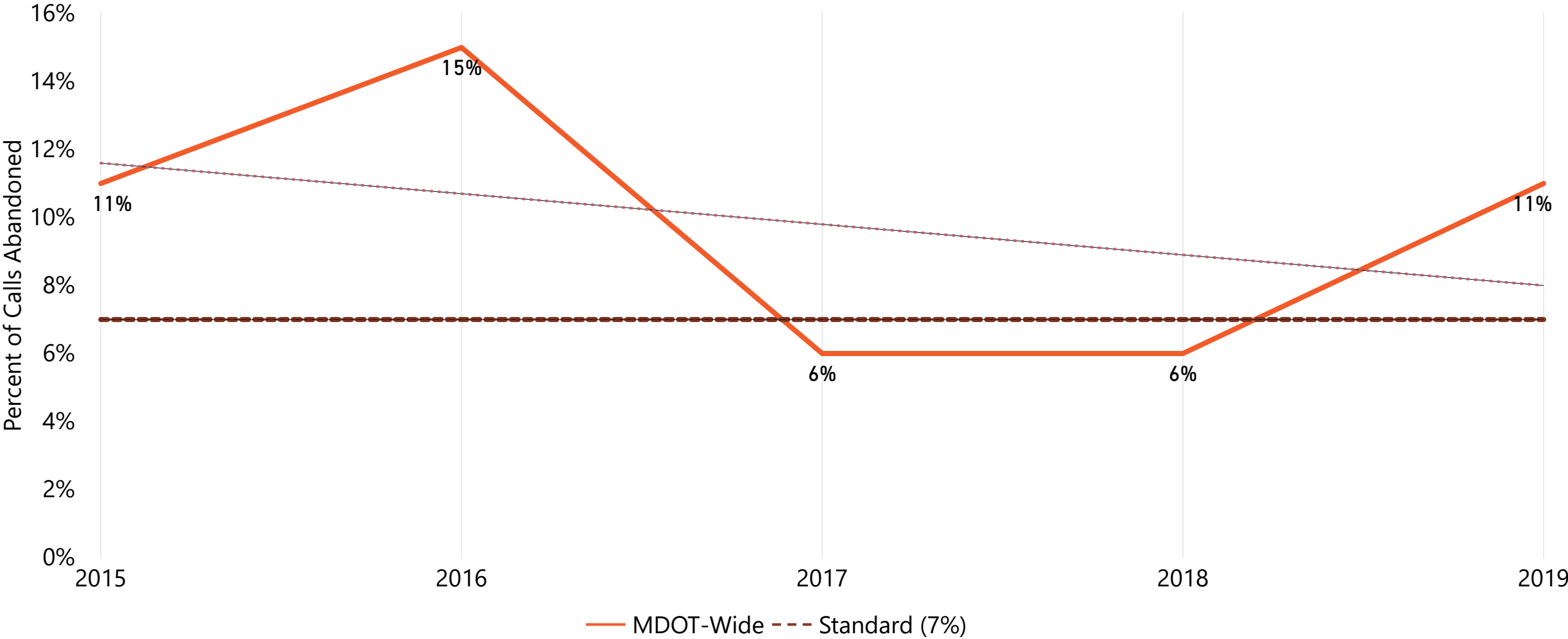
Chart 1.3A.1: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services - *Darol Smith*

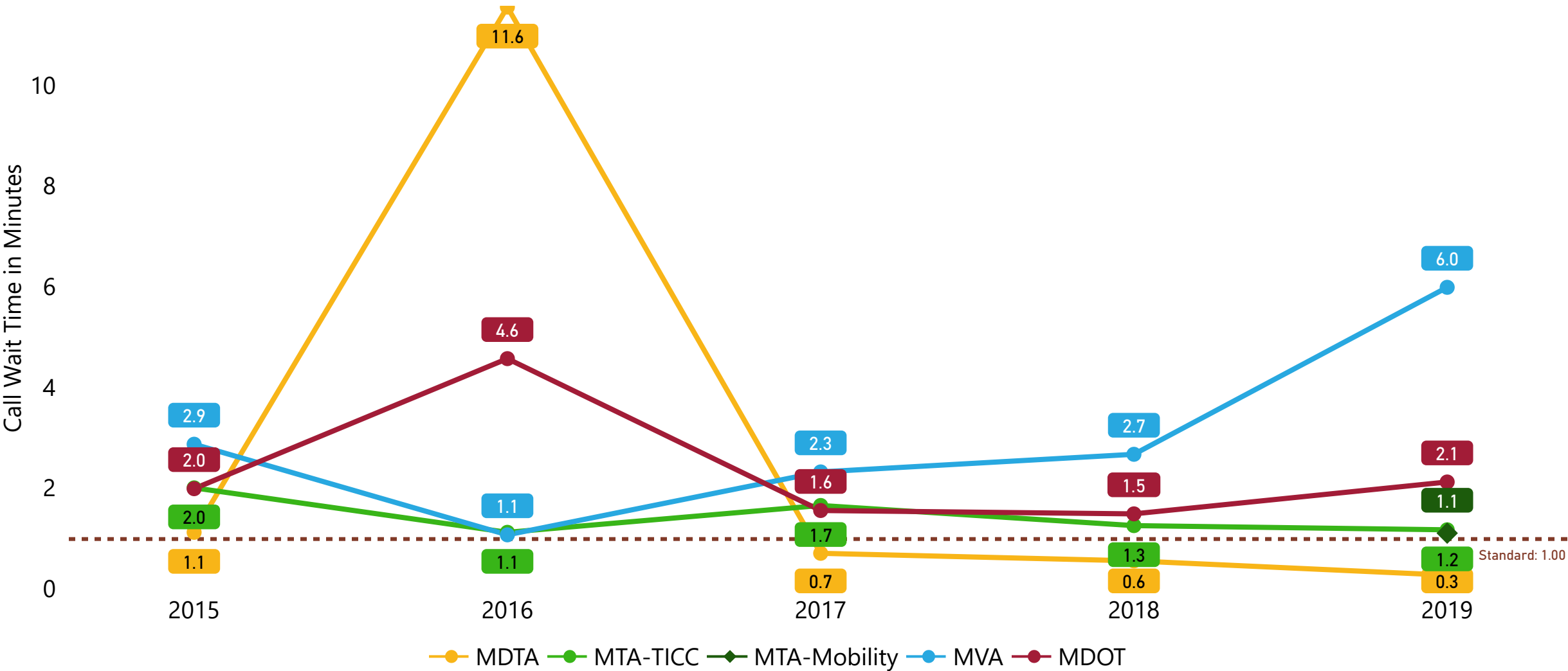
Chart 1.3A.2: Percent of Calls Abandoned at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services - *Darol Smith*

Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM#1.3: Customer Satisfaction with Receiving Goods and Services - *Darol Smith*

Chart 1.3B.1: Average Call Wait Times at MDOT Call Centers

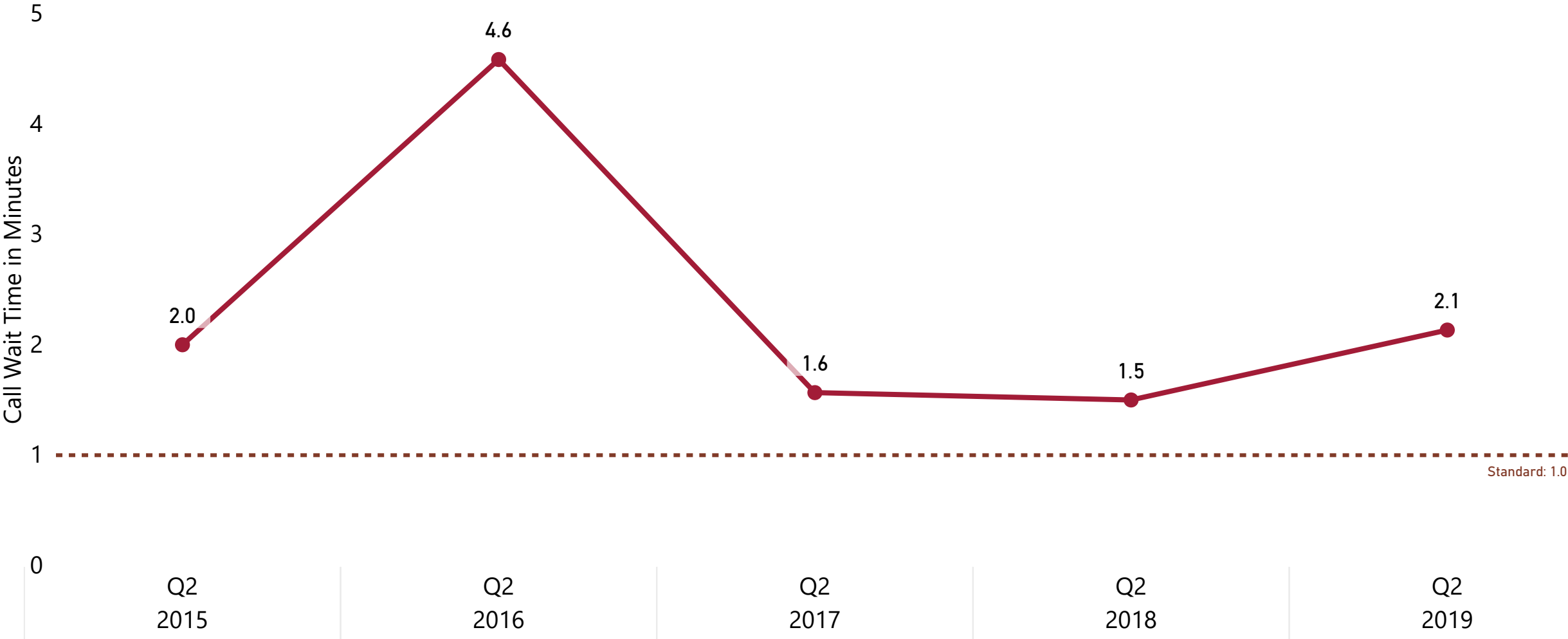


Chart 1.5A.1: Percent of Customers Who Felt MDOT Websites Met Their Needs

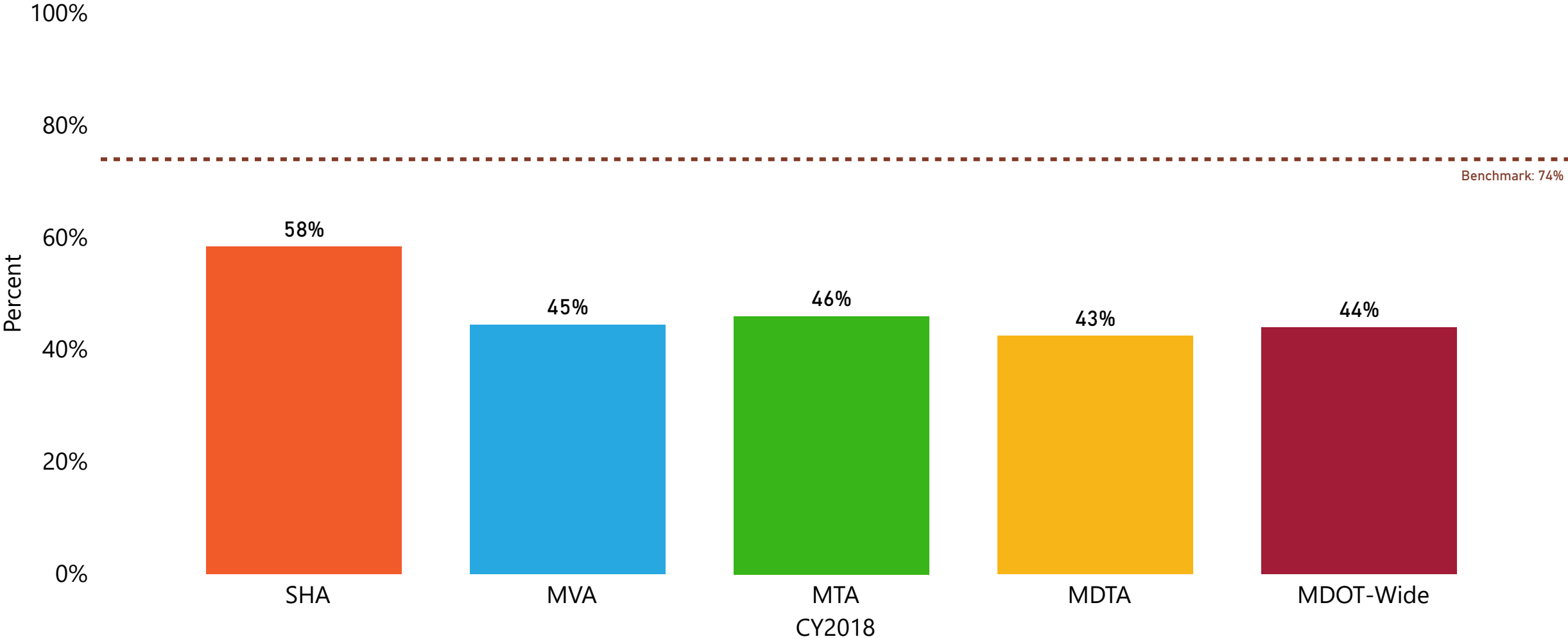
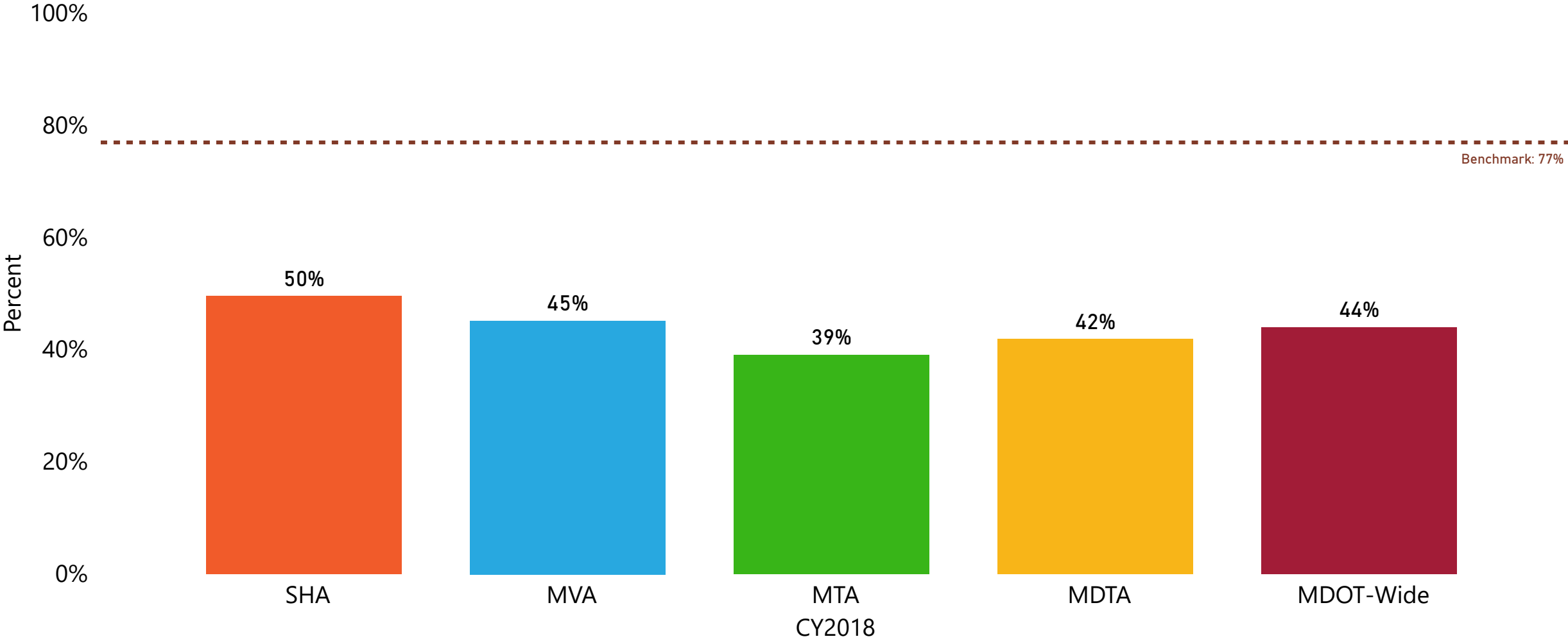


Chart 1.5B.1: Percent of Customers Who Felt that it was Easy to Find Desired Information on MDOT Websites



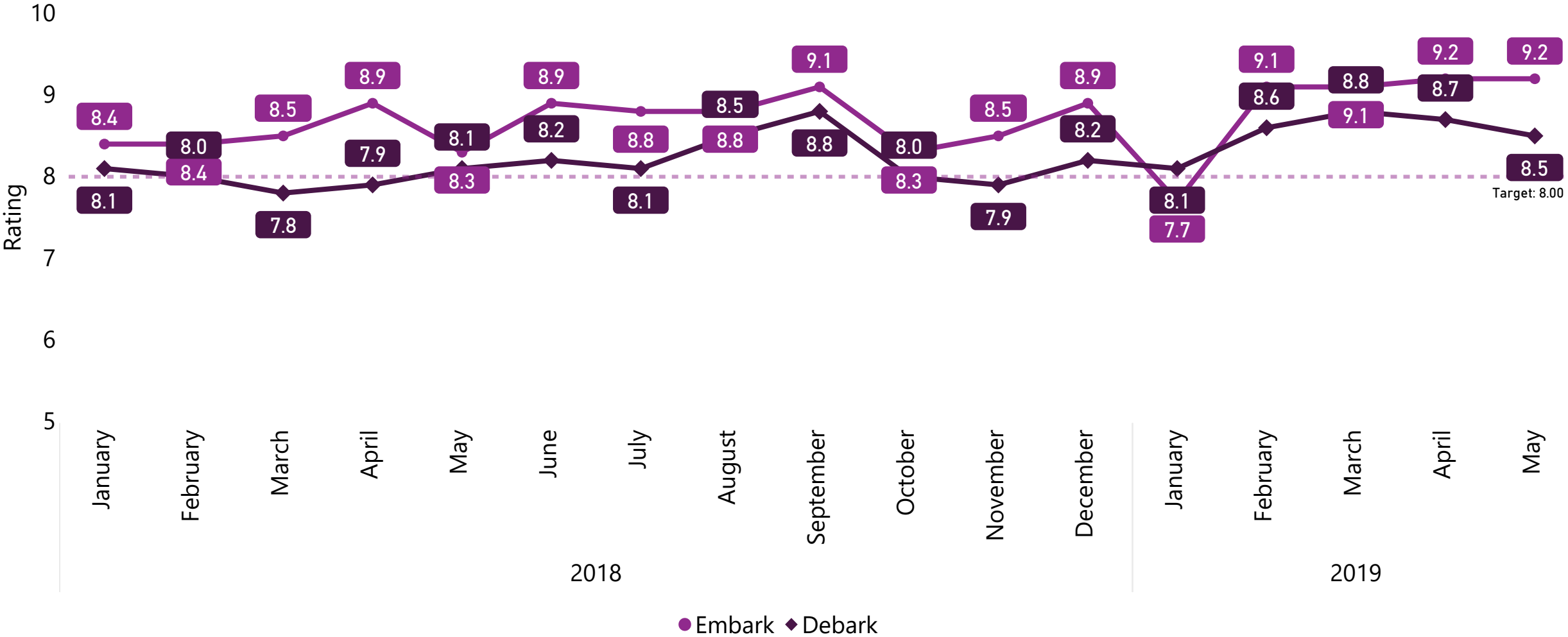


PRESENTING:
TANGIBLE RESULT #1
TBU SPECIFIC MEASURES

TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

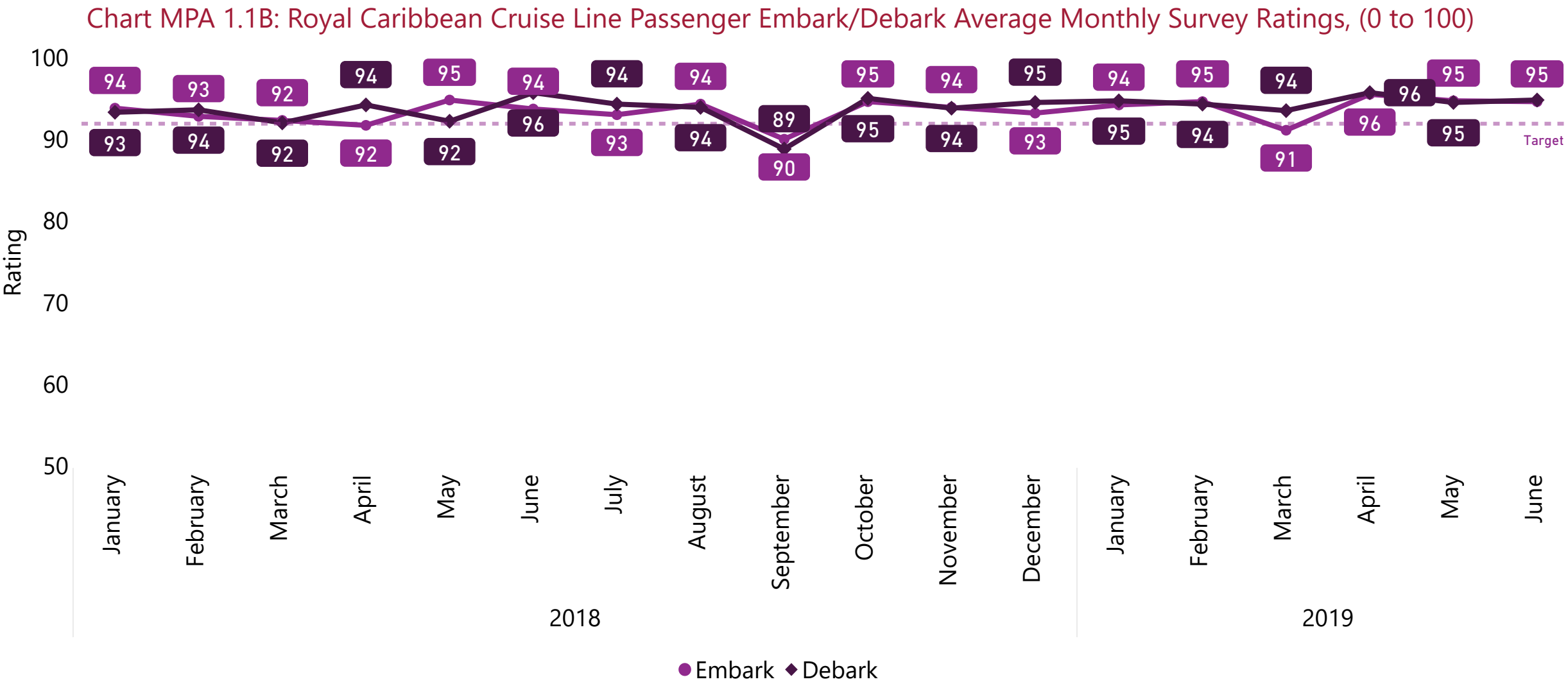
PM MPA 1.1: Cruise Line Survey's "Terminal Experience" Results - *Cindy Burman*

Chart MPA 1.1A: Carnival Cruise Line Passenger Embark/Debark Average Monthly Survey Ratings, (0 to 10)



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

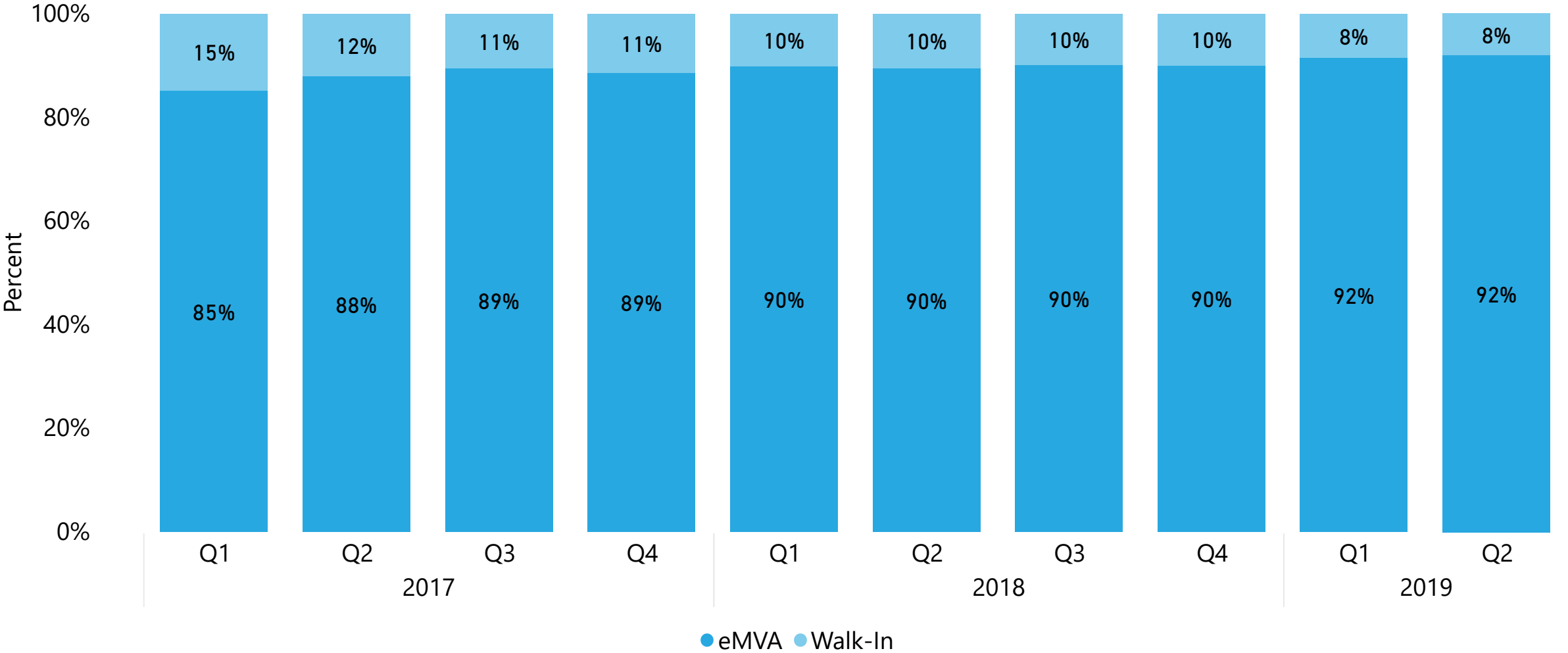
PM MPA 1.1: Cruise Line Survey's "Terminal Experience" Results - *Cindy Burman*



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

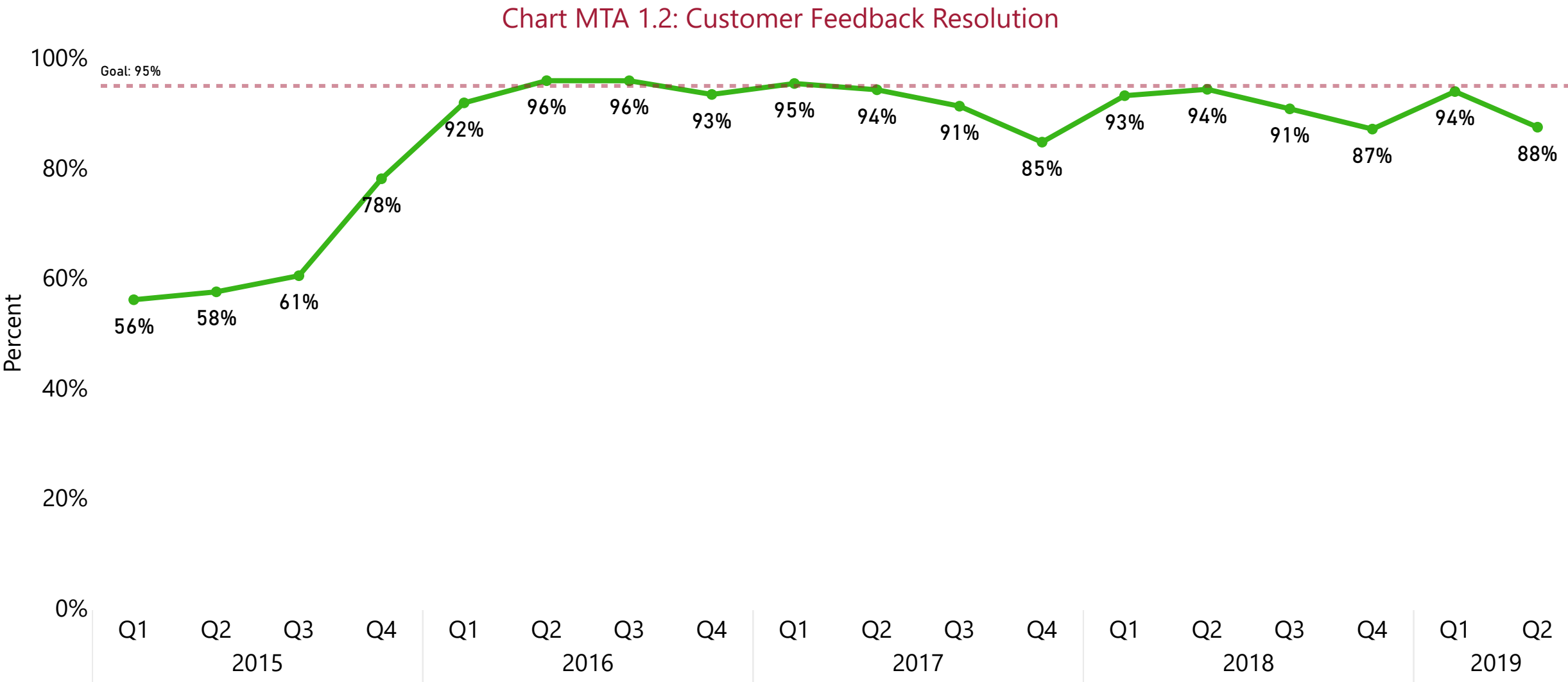
PM MVA 1.1: Transactions Due to Vehicle Flag - *Madison Lumpkin*

Chart MVA 1.1.1: Vehicle Registration Renewal



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

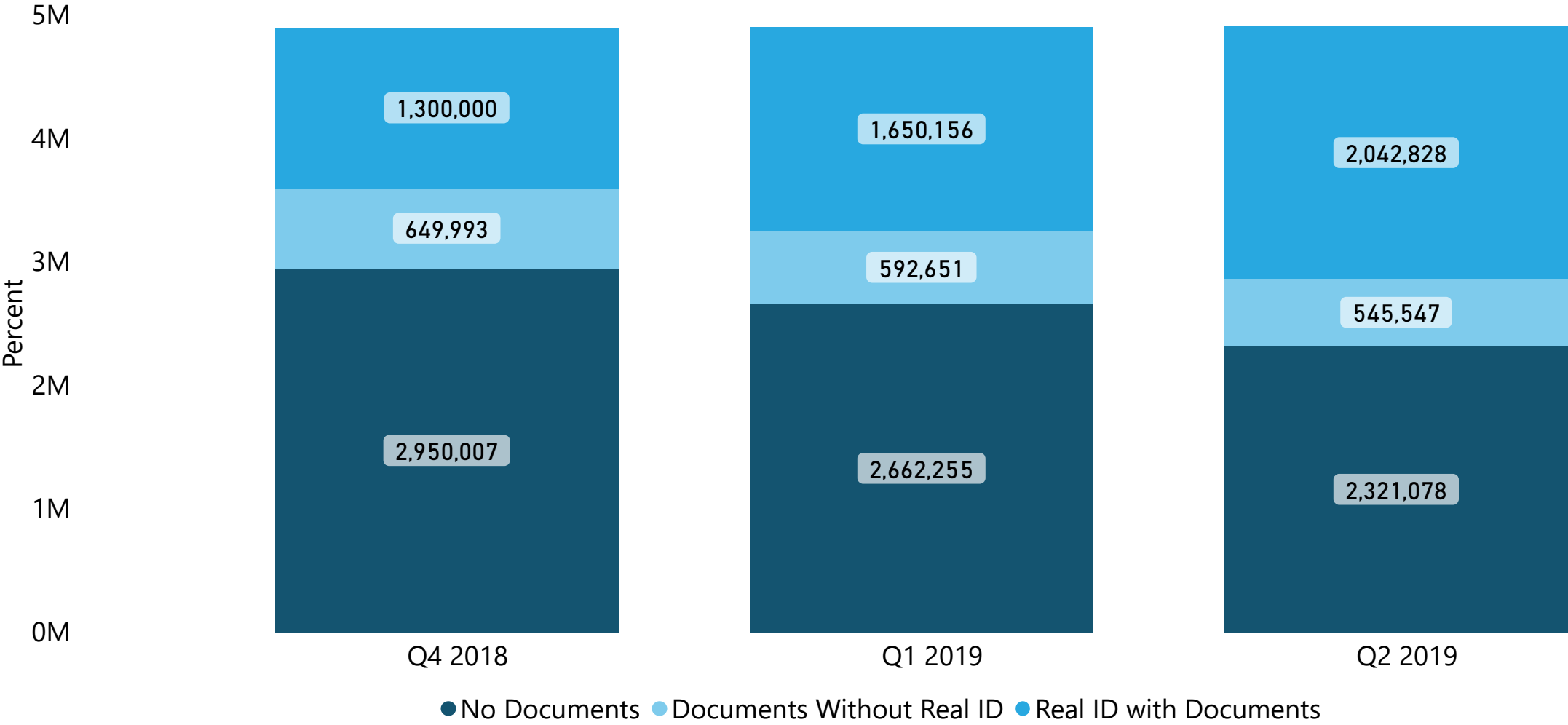
PM MTA1.2: Customer Feedback Resolution - *James Lewis*



TR#1: PROVIDE EXCEPTIONAL CUSTOMER SERVICE

PM MVA 1.4: Real ID Compliance - *Adrienne Diaczok, Rhashad Johnson, Madison Lumpkin*

Chart MVA 1.4.1: Real ID Compliance Status





PRESENTING:

USE RESOURCES WISELY

TANGIBLE RESULT #2

Chart 2.3.1: Separation Reasons MDOT Wide for Q2 2019

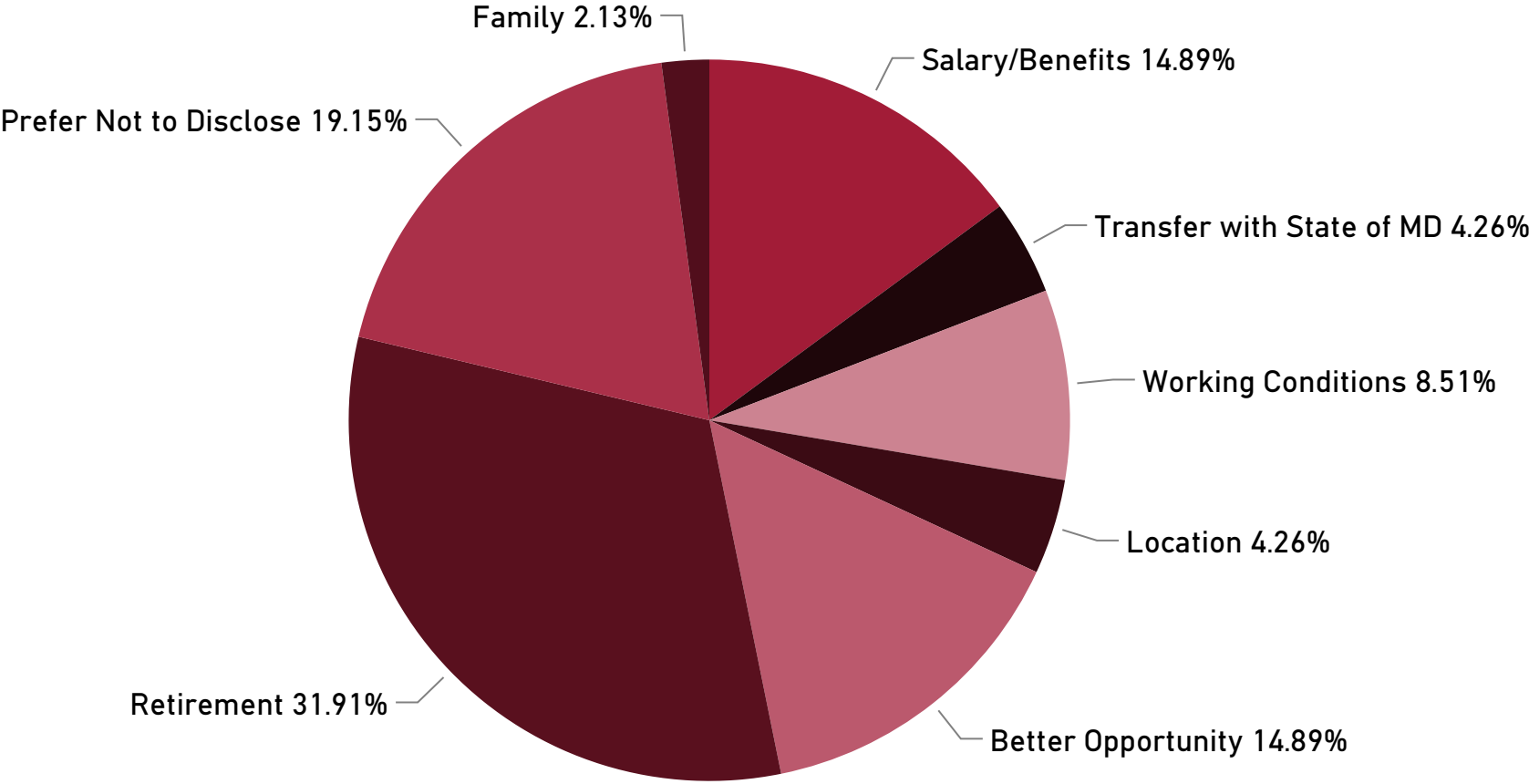


Chart 2.6B.1: Pavement Conditions by TBU for 2019

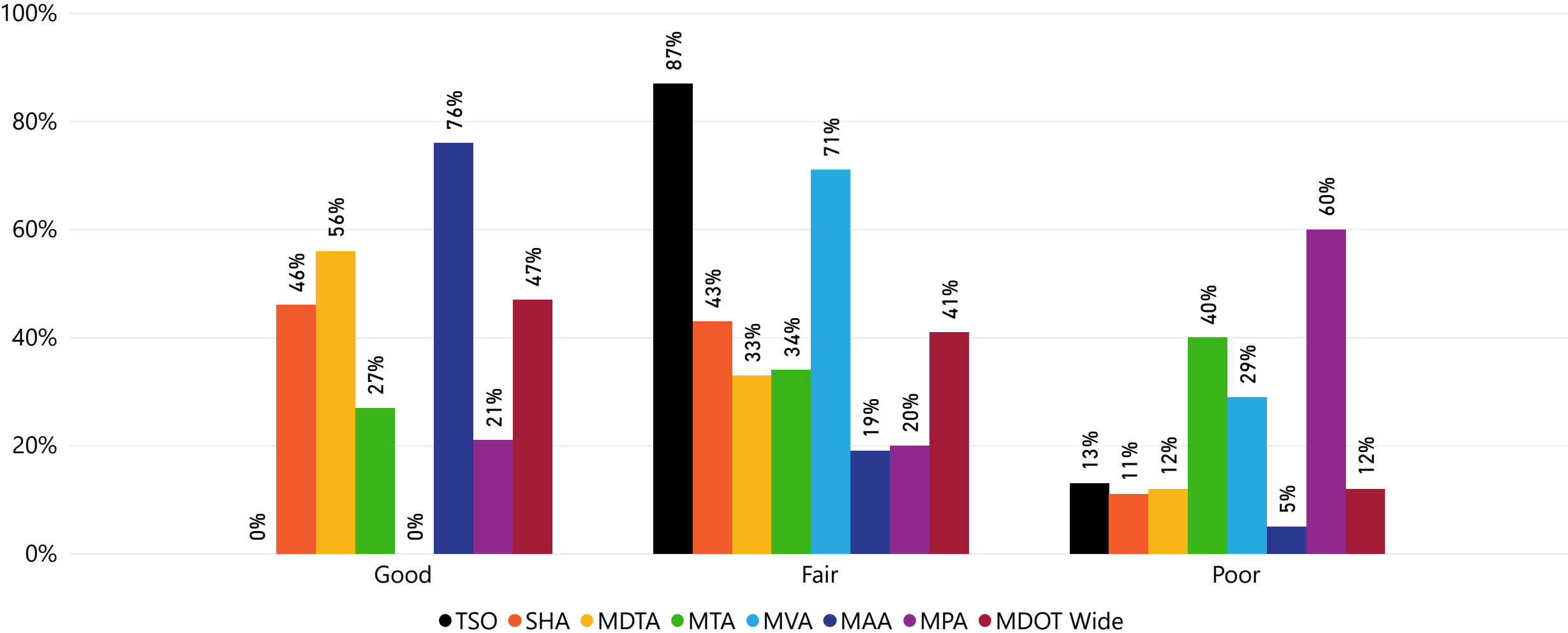


Chart 2.6B.1b: Pavement Conditions Rated as "Poor" by TBU 2018-2019

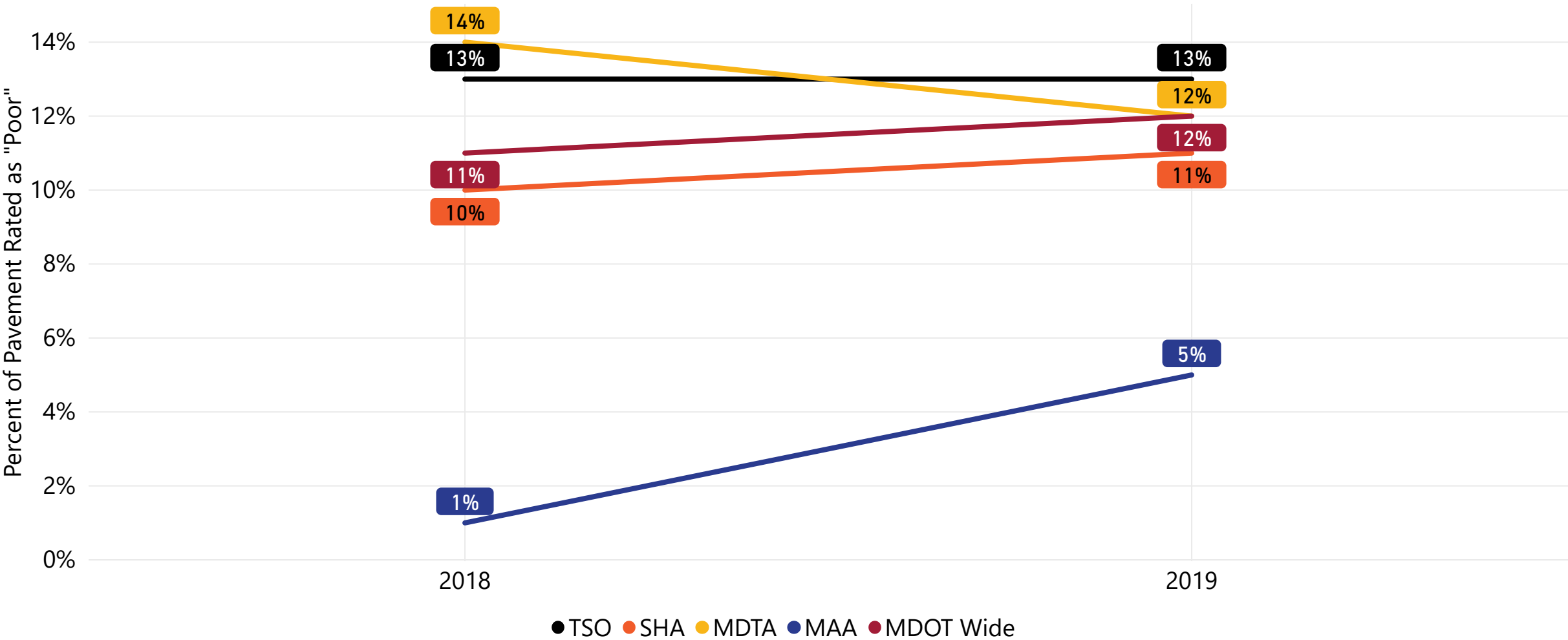


Chart 2.6B.1c: Pavement Conditions Rated as "Poor" by TBU 2018-2019

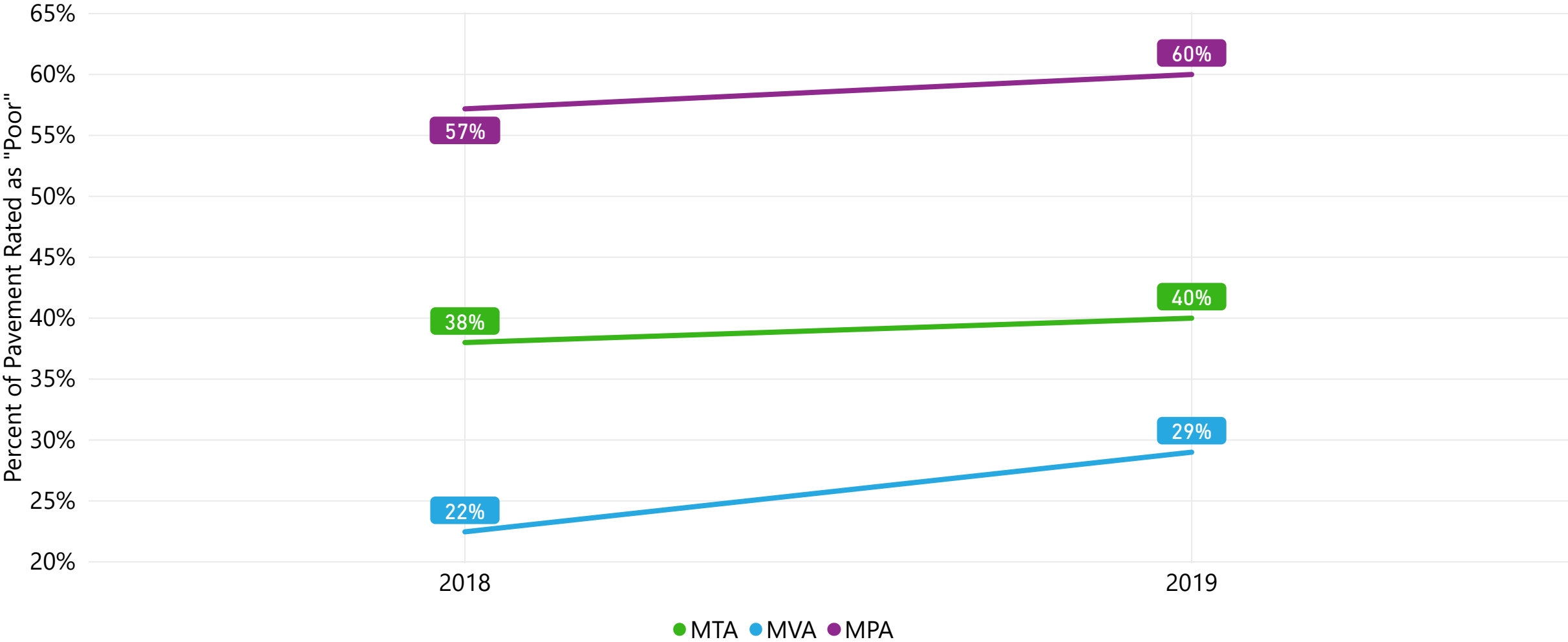


Chart 2.6B.2a: Pavement Conditions by Use MDOT-Wide for 2019

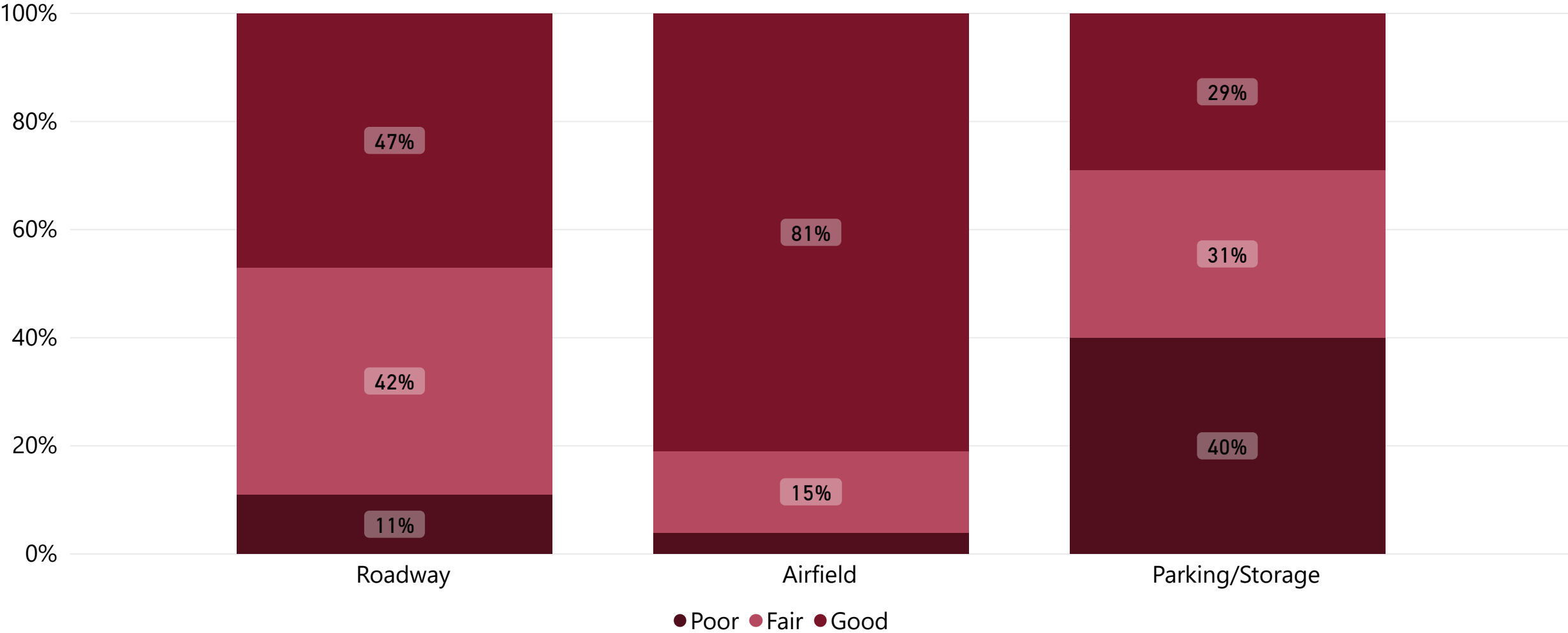


Chart 2.6B.2b: MDOT-Wide Pavement Conditions by Use Rated as "Poor" for 2018-2019

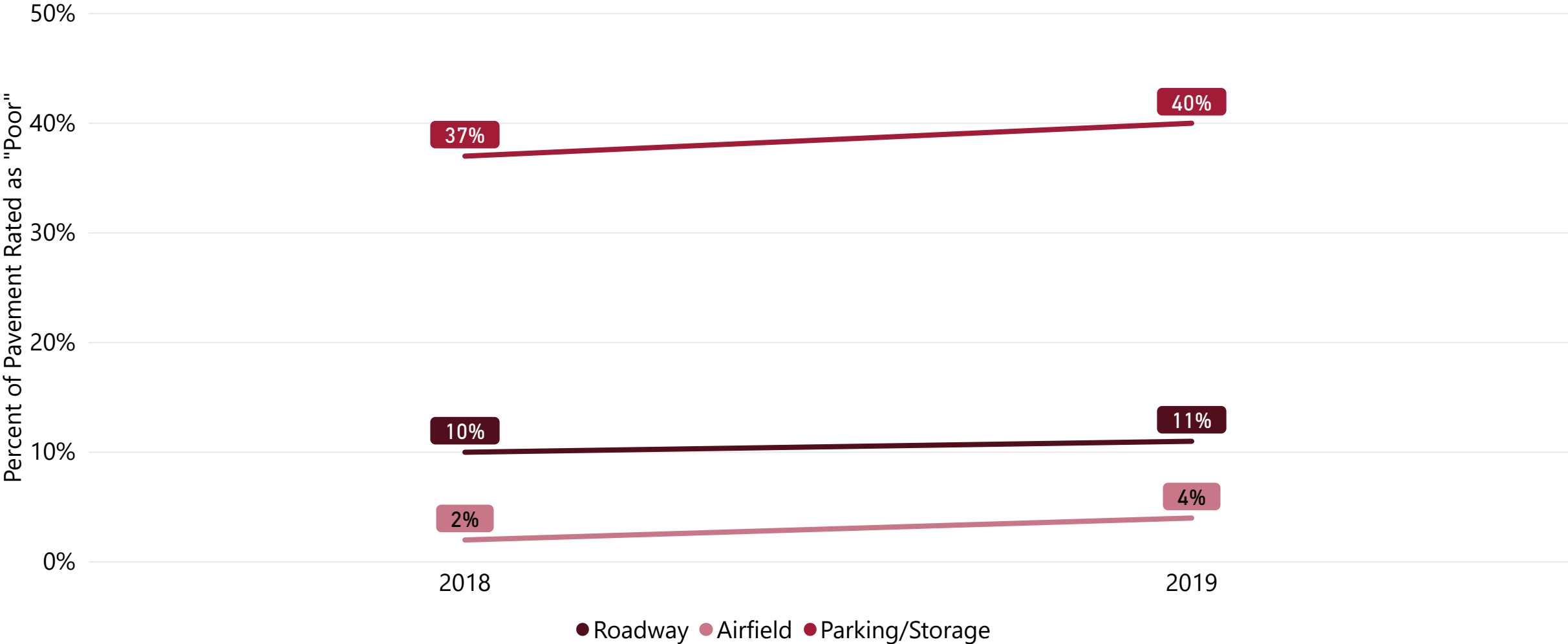


Chart 2.6C.1: Structure Condition Ratings by TBU for 2019

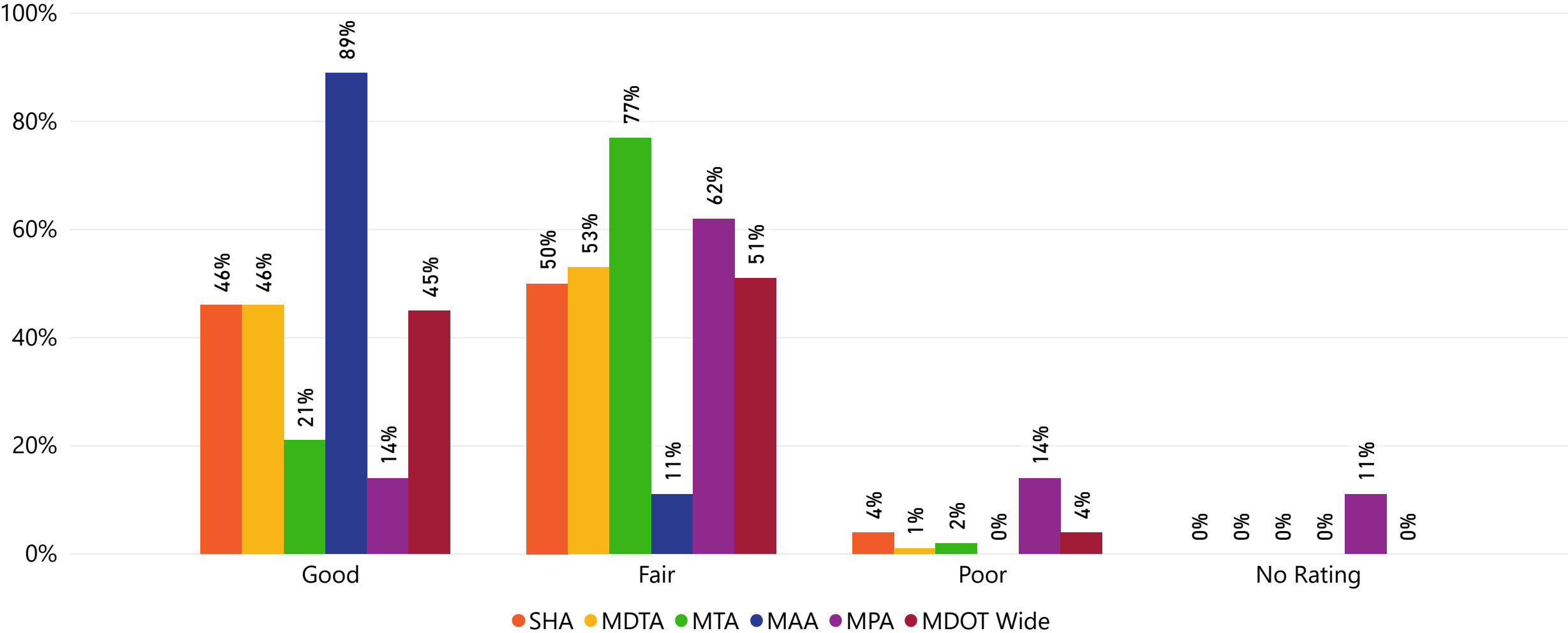


Chart 2.6C.2: Large Bridge Condition by TBU for 2019

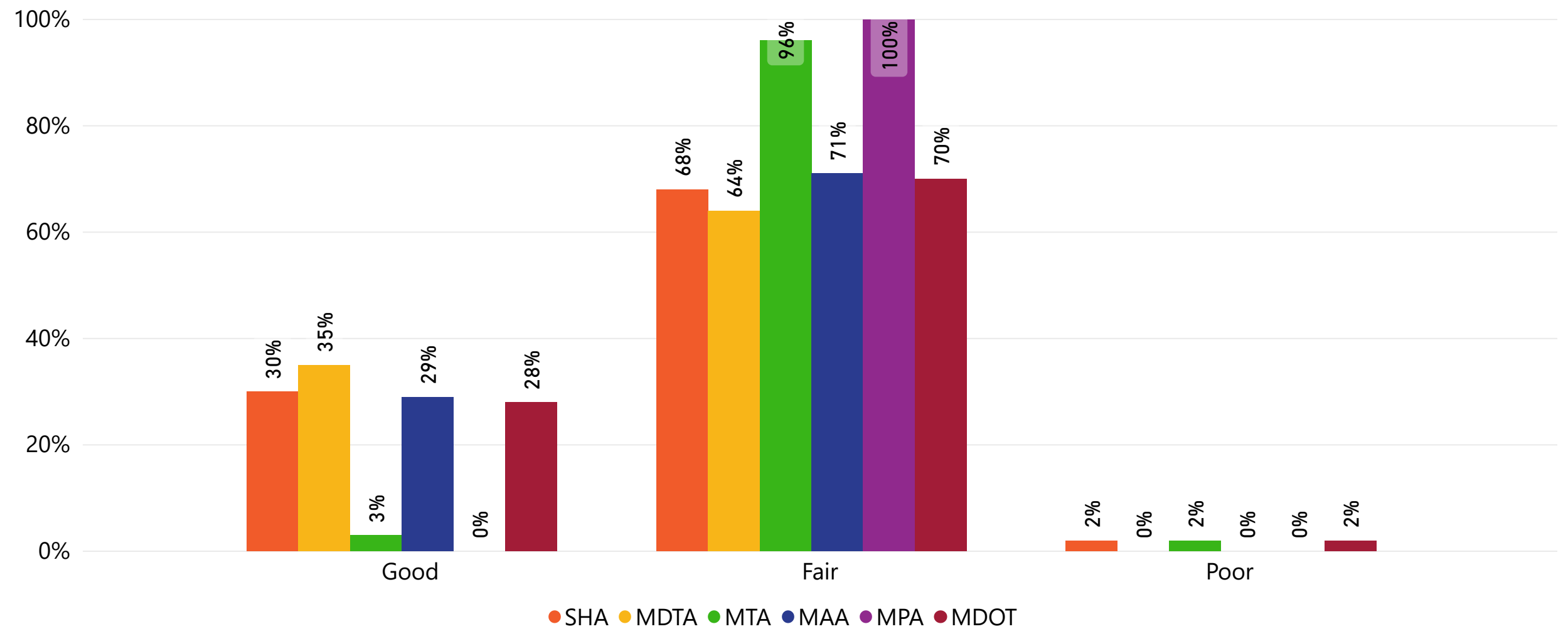


Chart 2.6C.3: Small Structure Condition Ratings by TBU for 2019

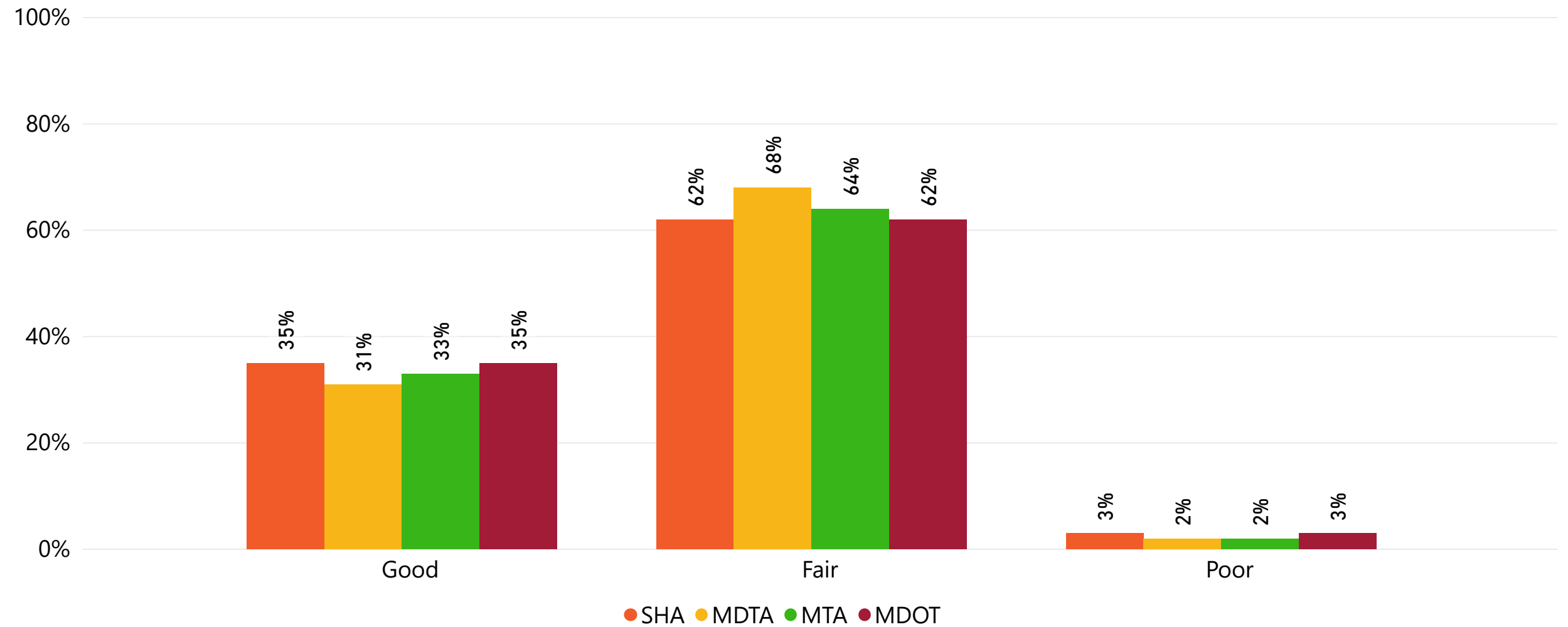


Chart 2.6C.4: Sign Structure Conditions by TBU for 2019

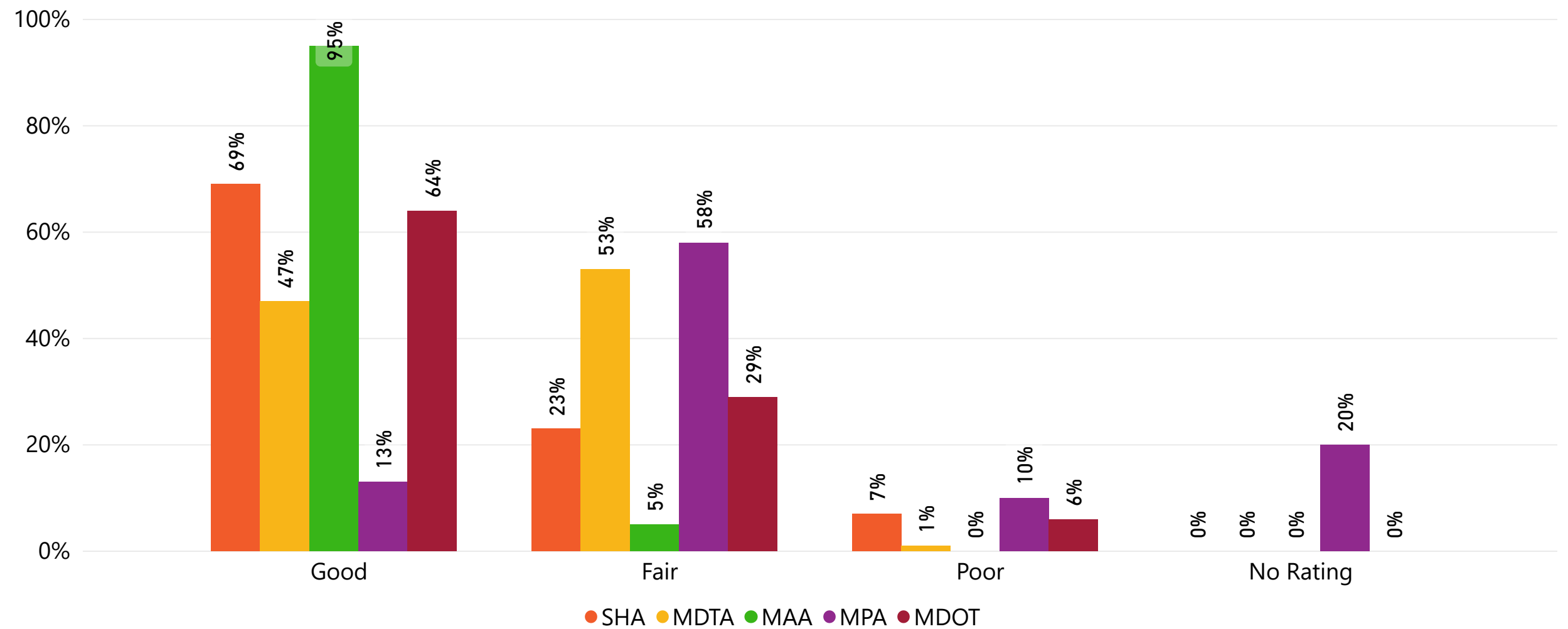


Chart 2.6C.5: Noise Wall Condition Ratings by TBU for 2019

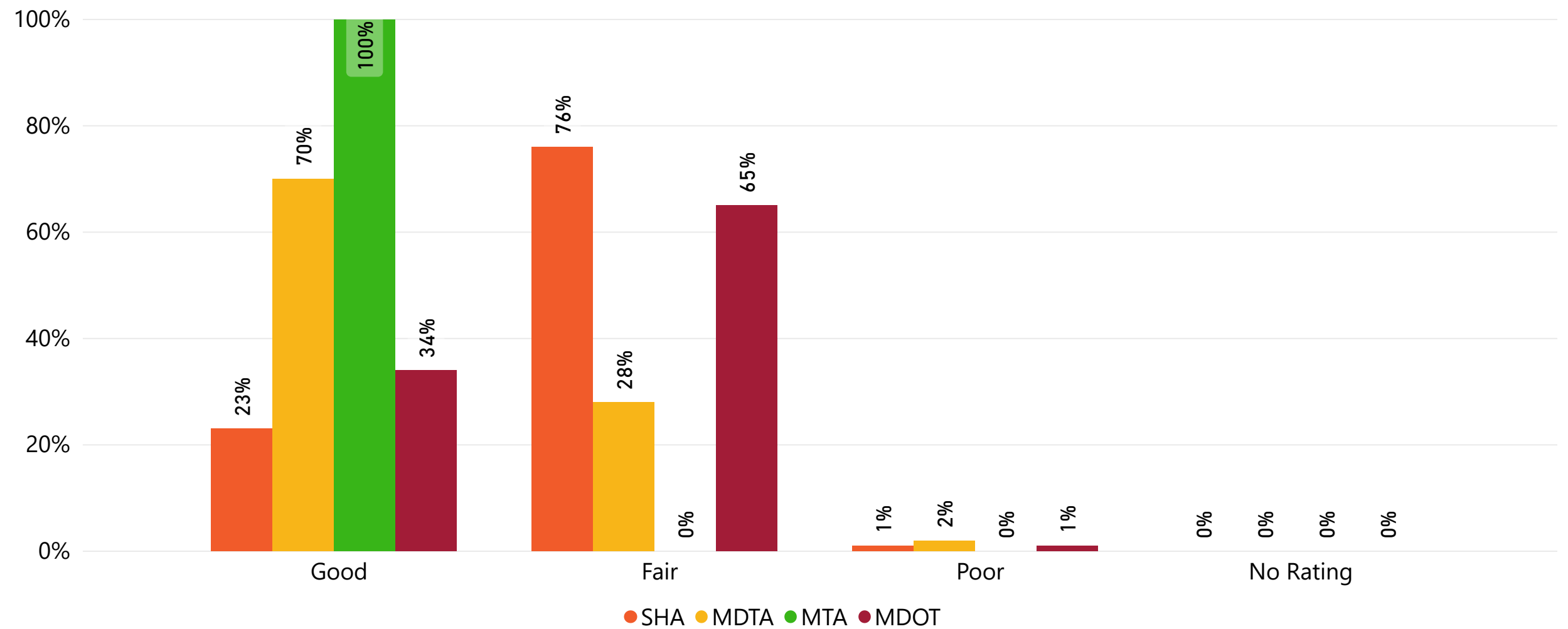


Chart 2.6C.6: Retaining Wall Condition Ratings by TBU for 2019

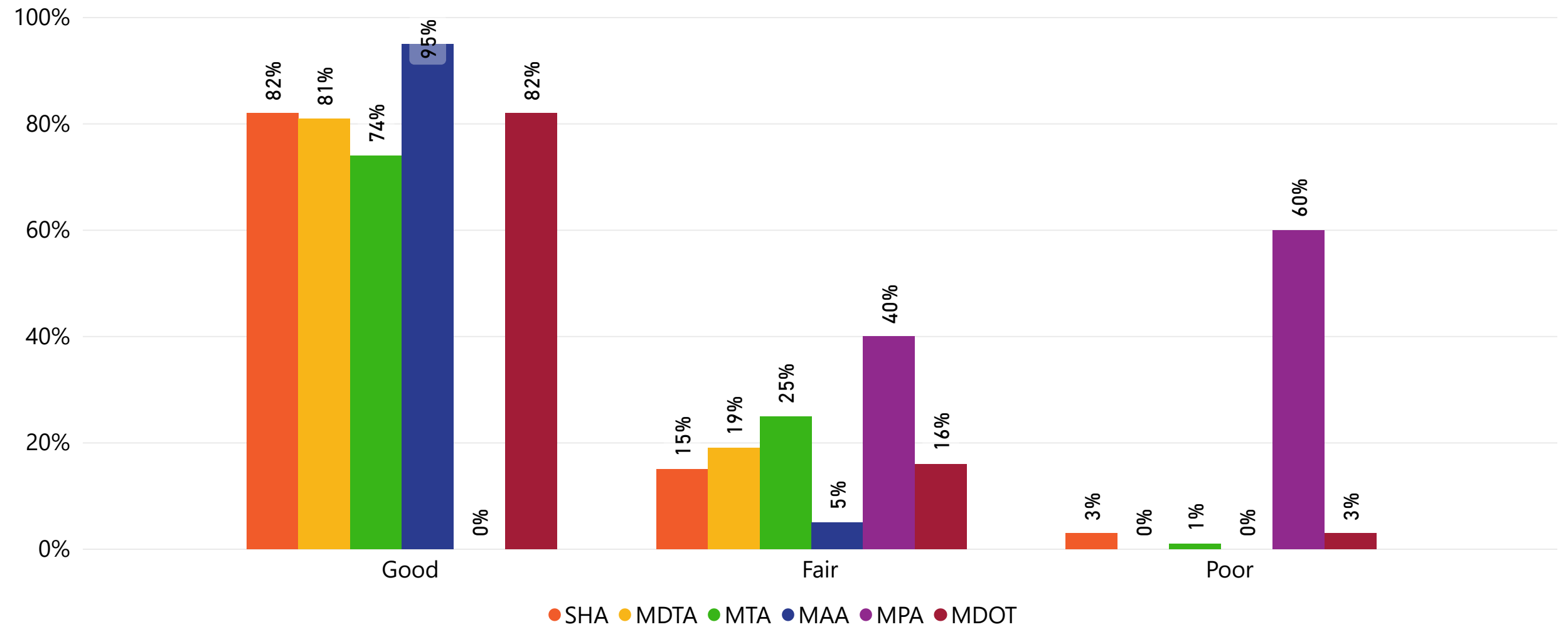


Chart 2.6C.7: Berth/Pier Condition Ratings for 2019

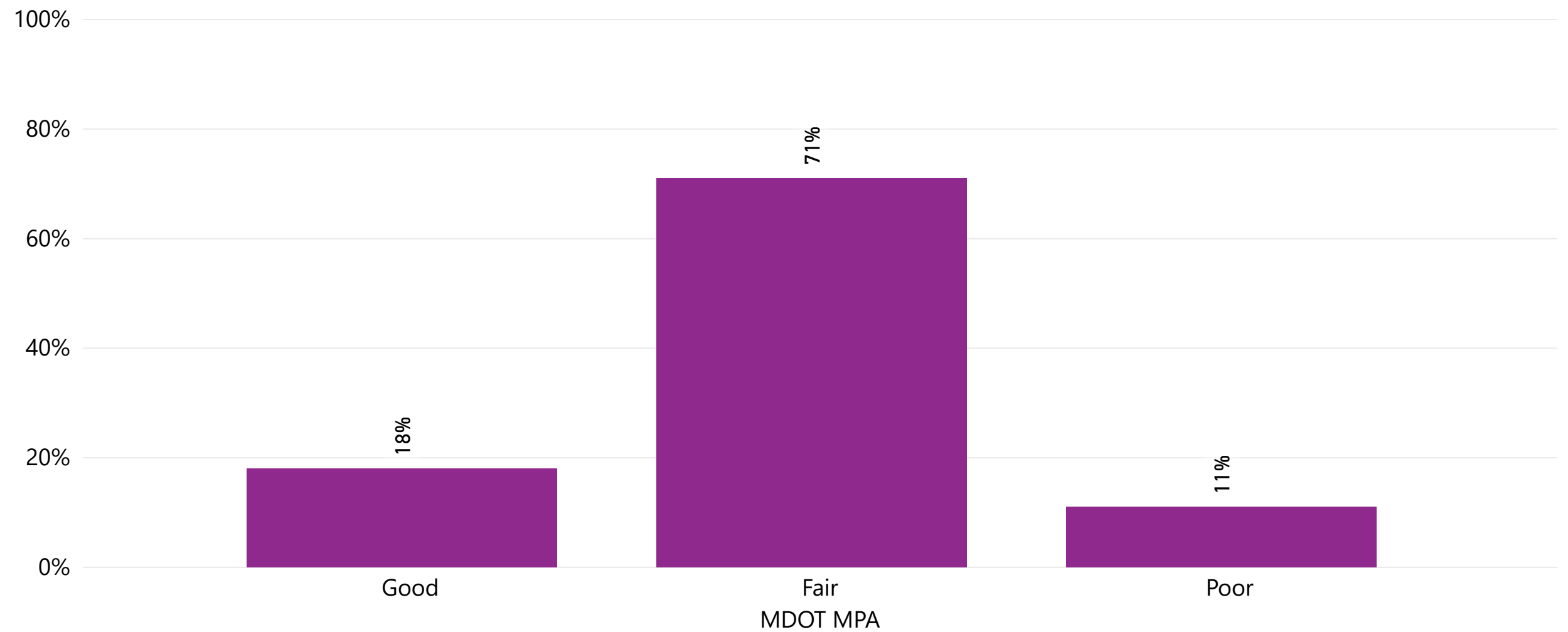
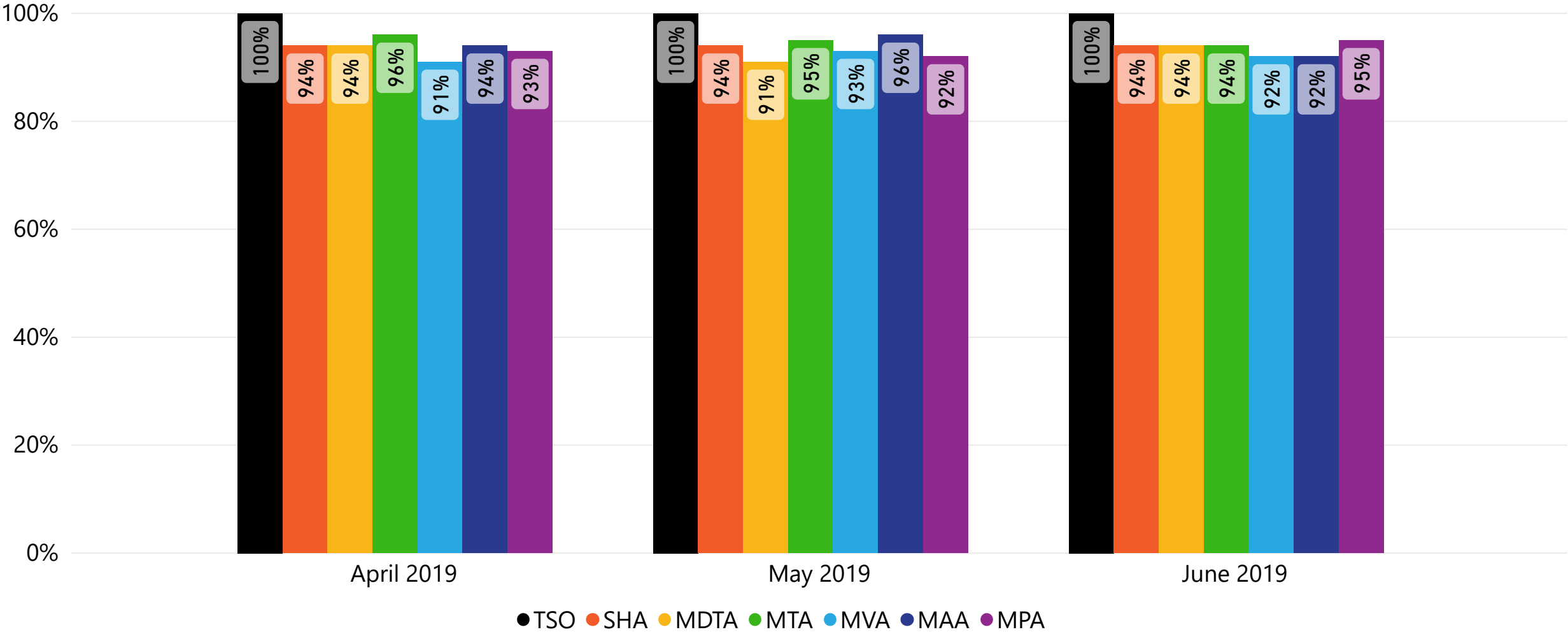


Chart 2.6E.1: MDOT Fleet Vehicle On-Time Preventive Maintenance





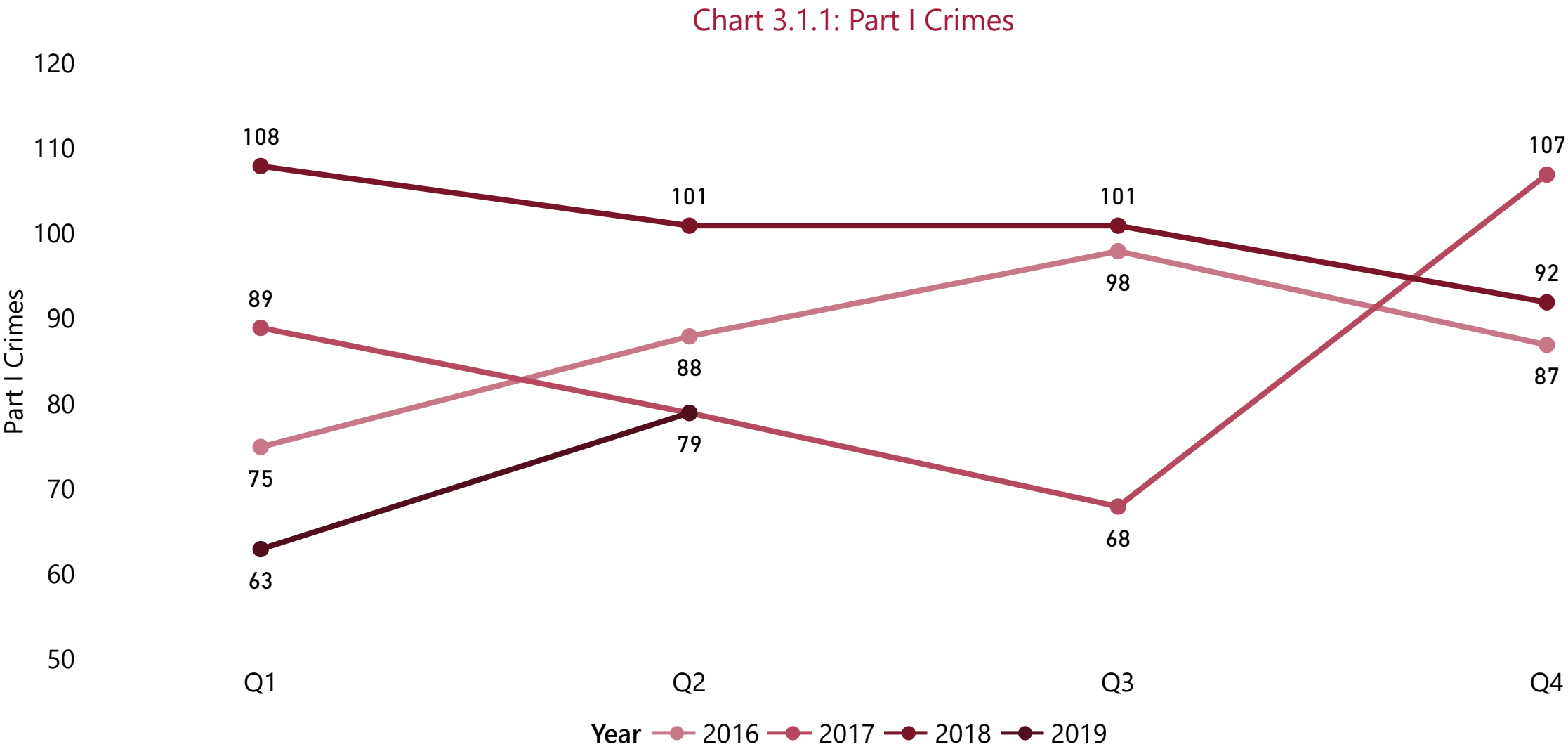
PRESENTING:

PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

TANGIBLE RESULT #3

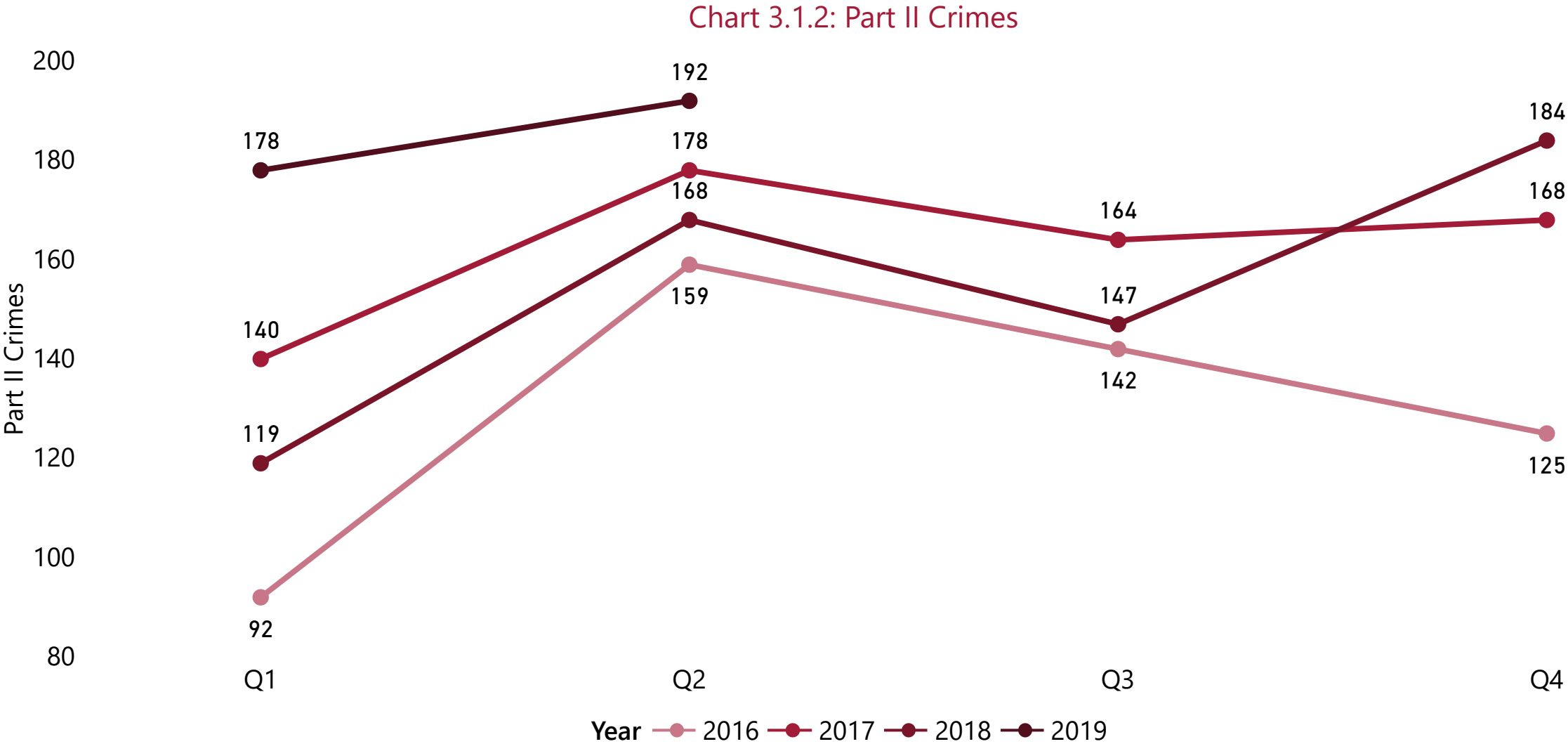
TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.1: Number of Crimes Against Persons and Property Committed at MDOT Facilities - *Chris Holland*



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

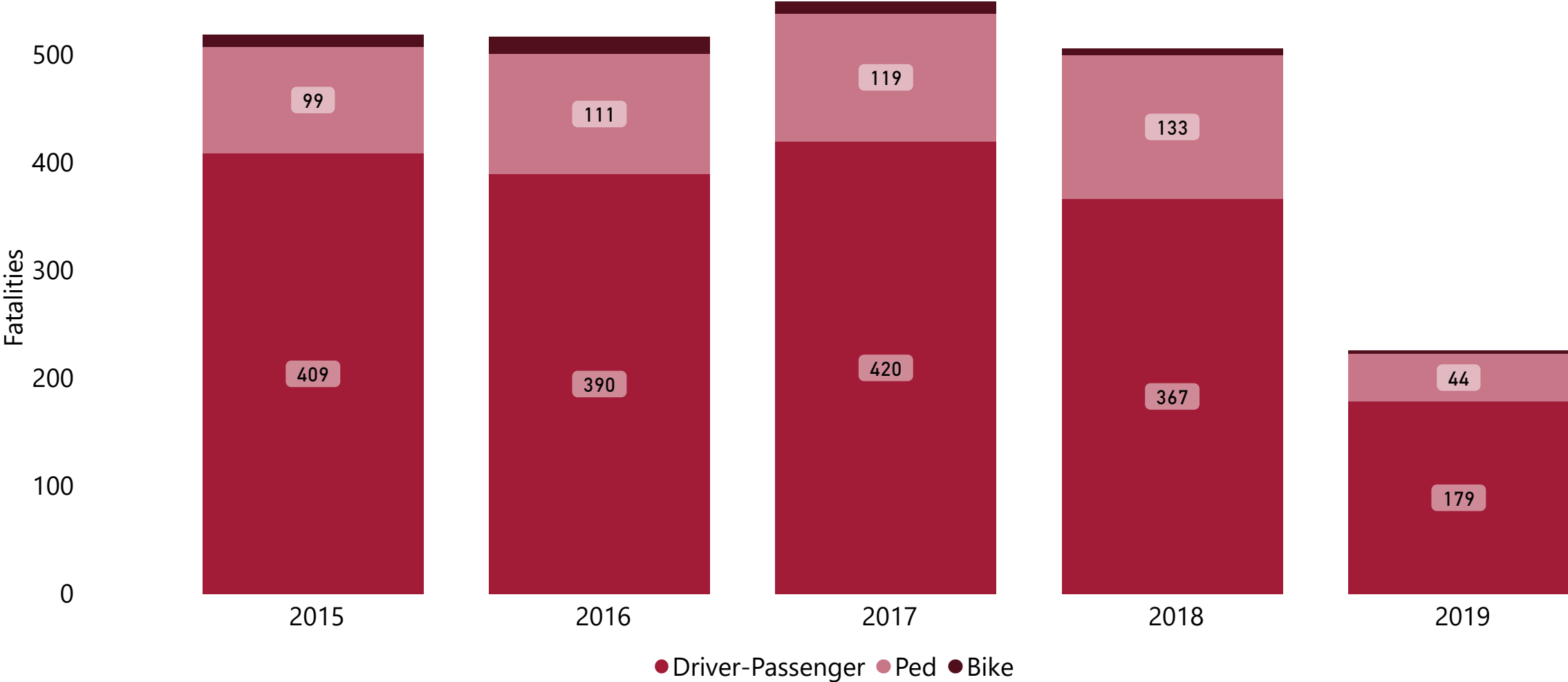
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TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads - *Tim Kerns*

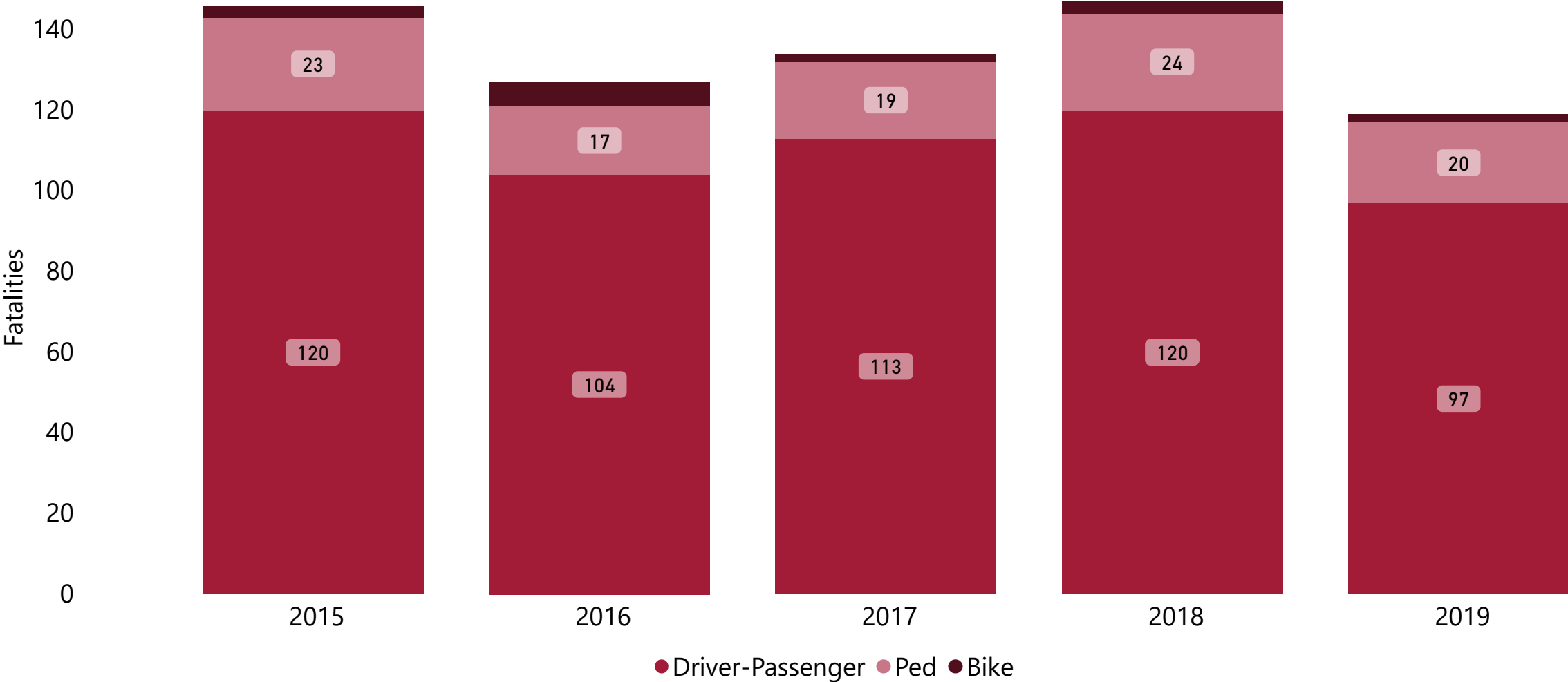
Chart 3.2.1: Annual Comparison of All Fatalities (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.2: Number of Traffic Related Fatalities on All Roads - *Tim Kerns*

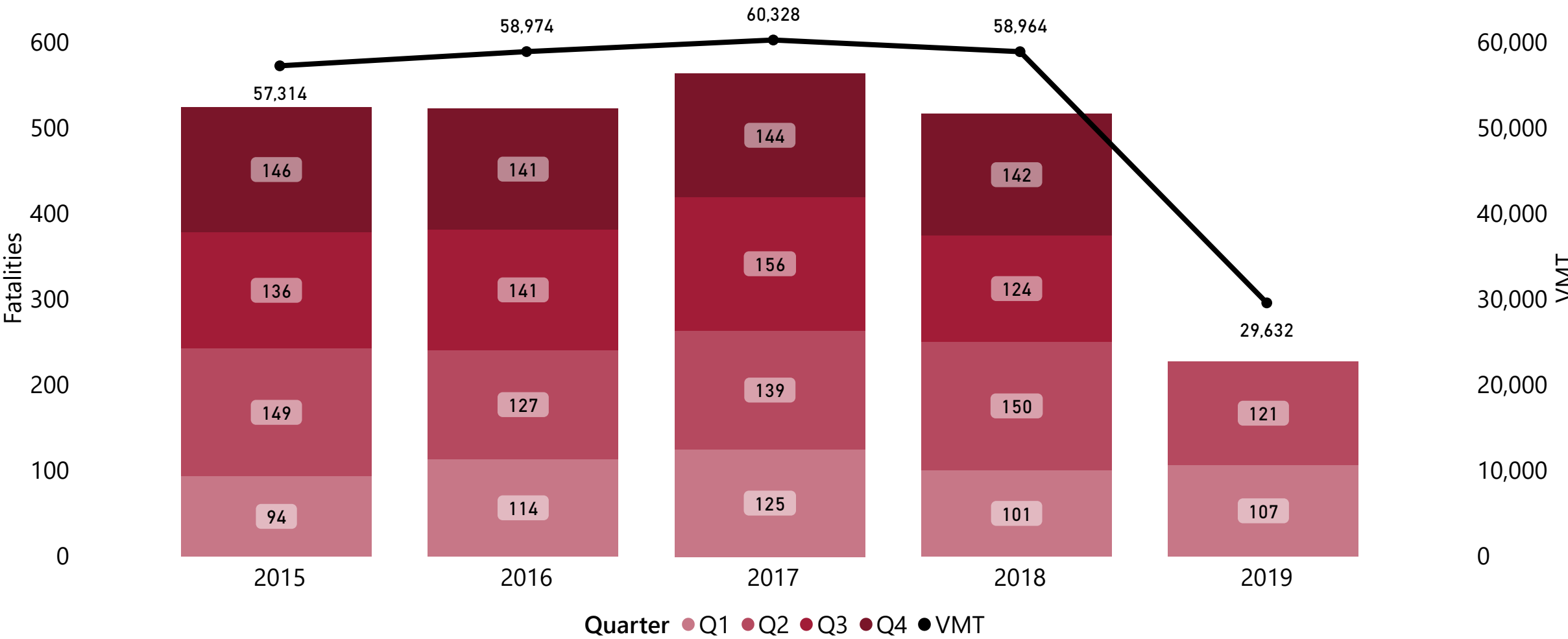
Chart 3.2.2: Comparison of Fatalities Q2



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PM#3.2: Number of Traffic Related Fatalities on All Roads - *Tim Kerns*

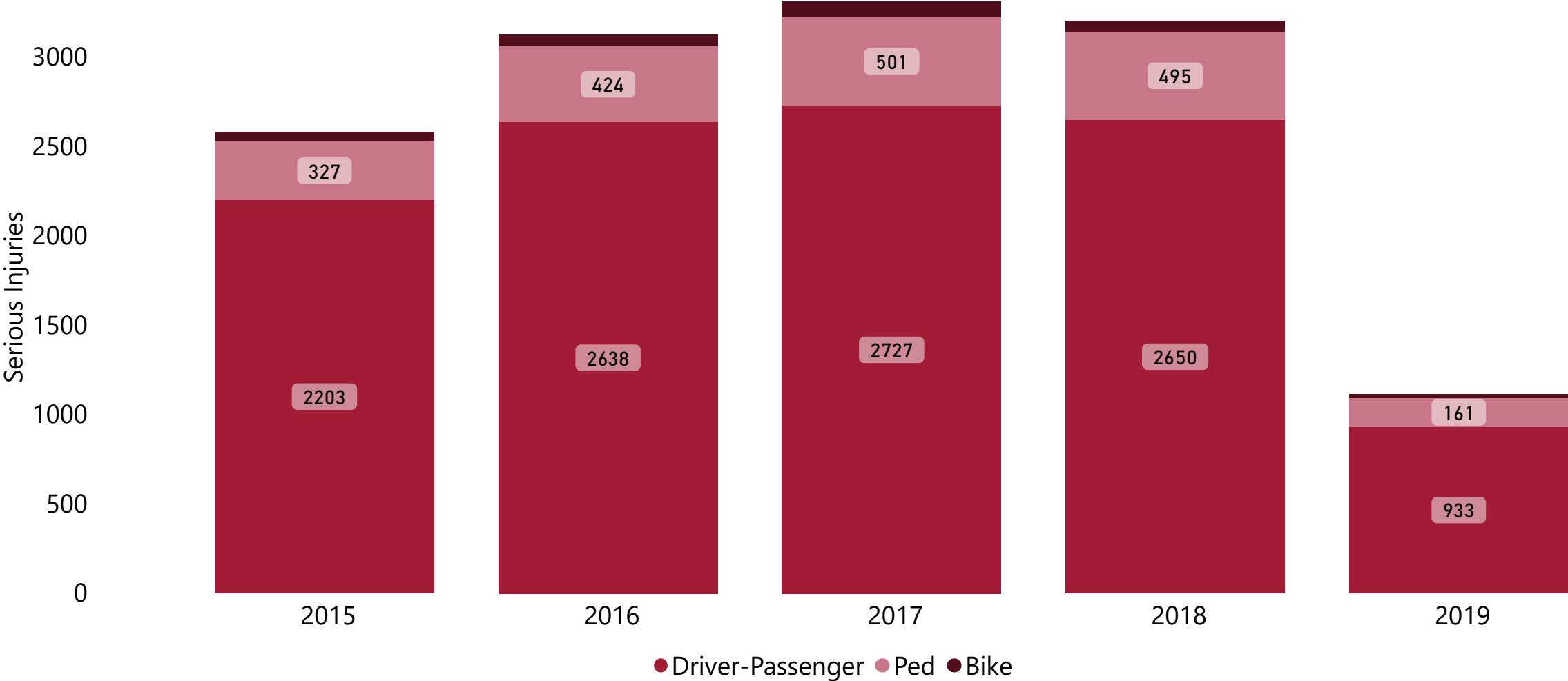
Chart 3.2.3: Annual Comparison of All Fatalities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

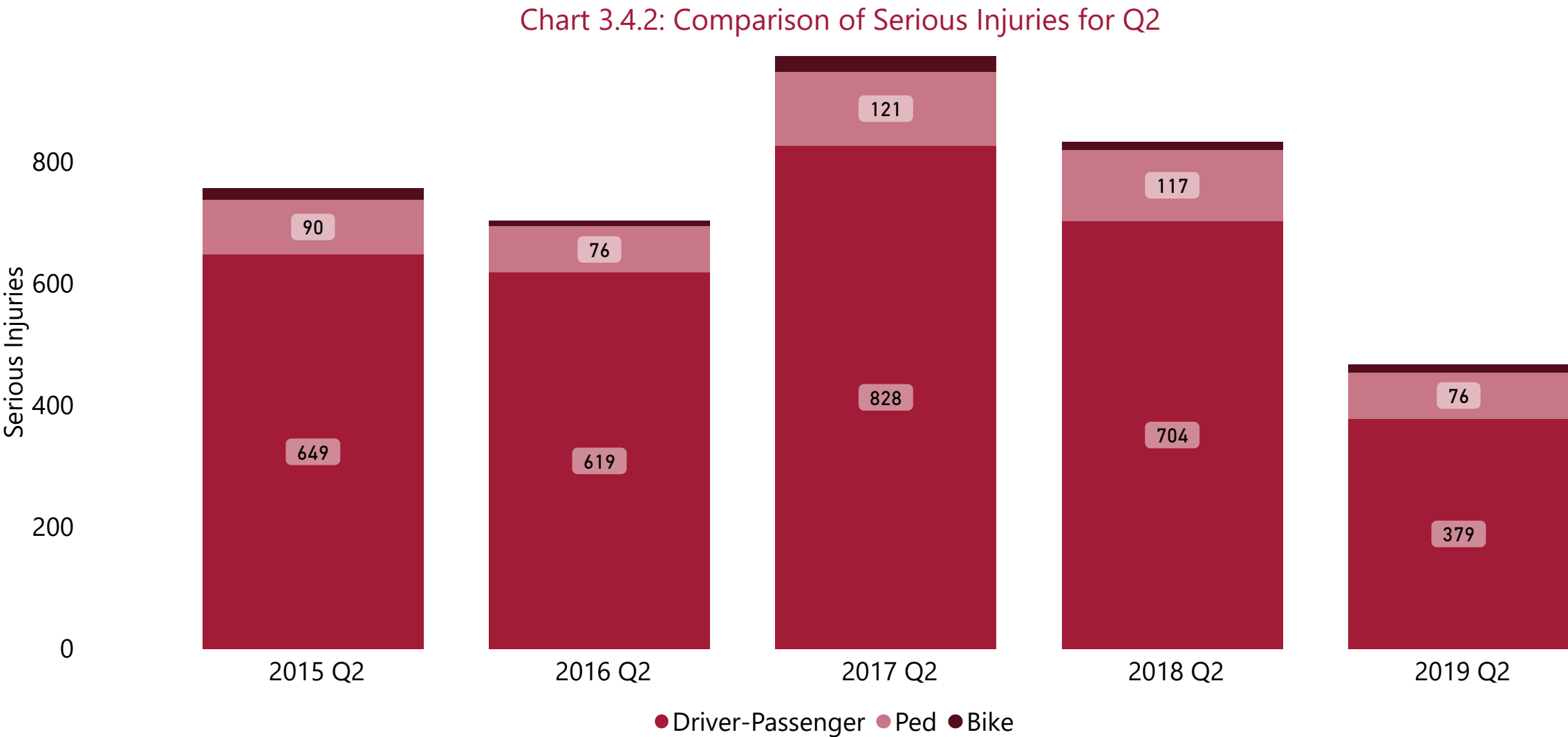
PM#3.4: Number of Traffic Related Serious Injuries on All Roads - *Tim Kerns*

Chart 3.4.1: Annual Comparison of All Serious Injuries (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

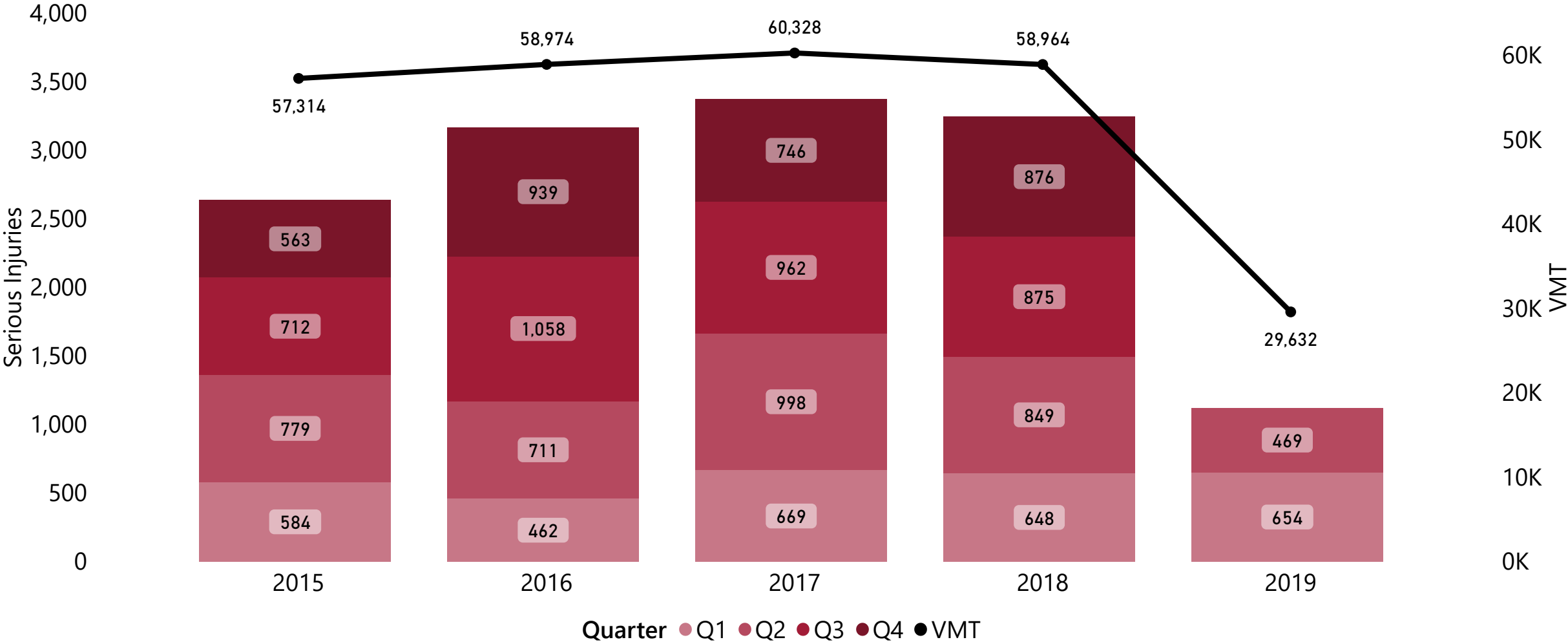
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Chart 3.4.3: Annual Comparison of All Serious Injuries (YTD)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

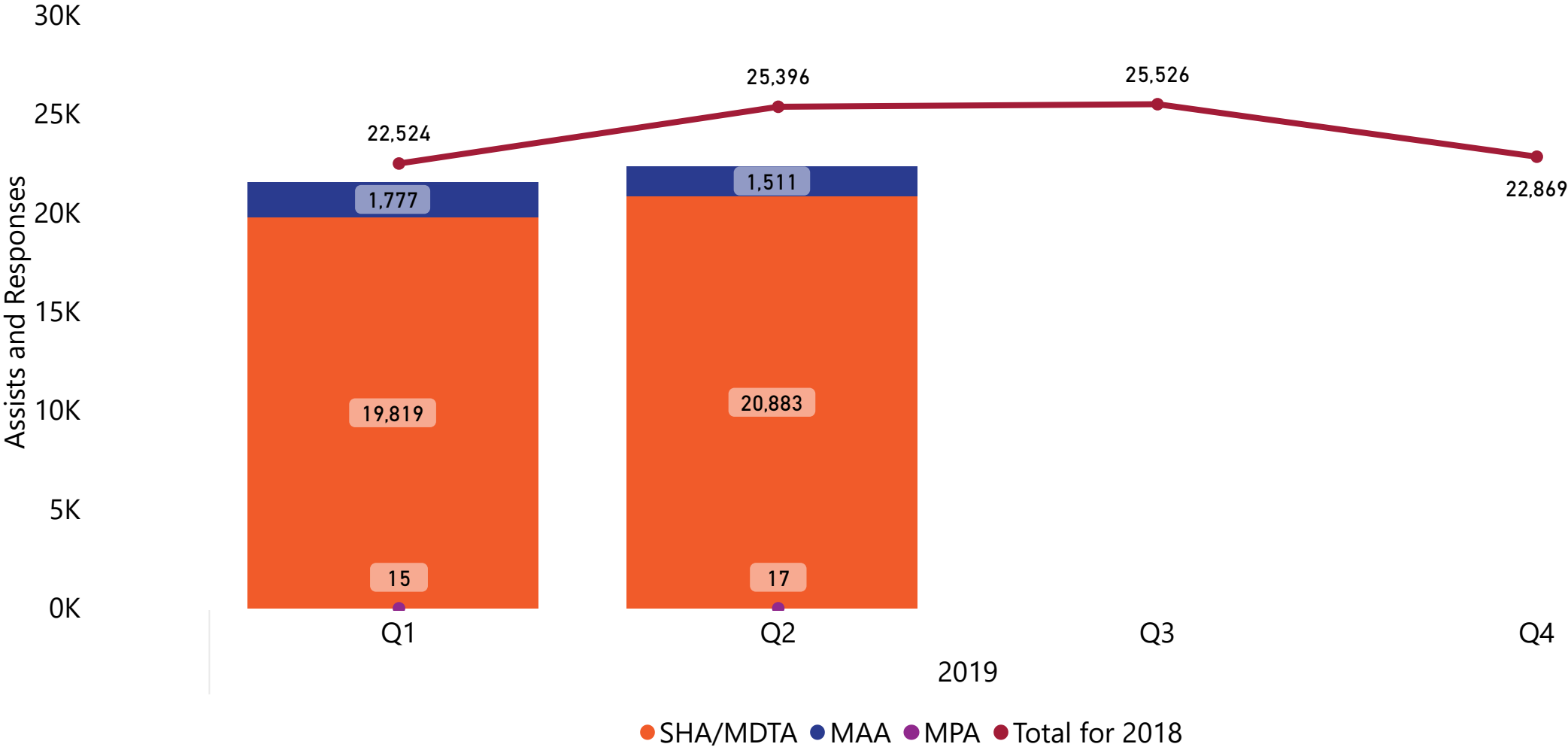
Maryland Strategic Highway Safety Plan Strategies - Highlights Q2 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT - *Joey Sagal*

Chart 3.7.1: Number of Assists and Responses



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.7: Travelers Assisted by MDOT - *Joey Sagal*

Chart 3.7.2: Number of Assists and Responses

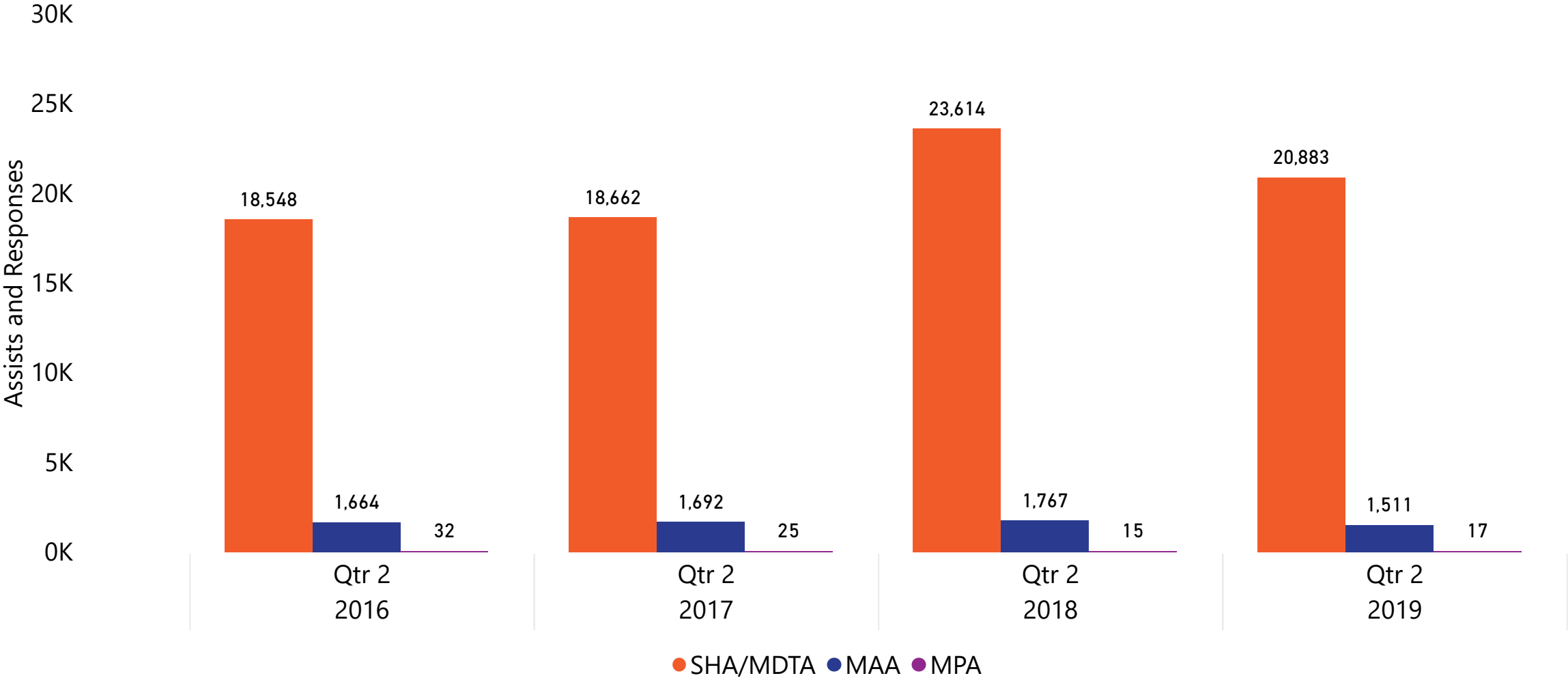
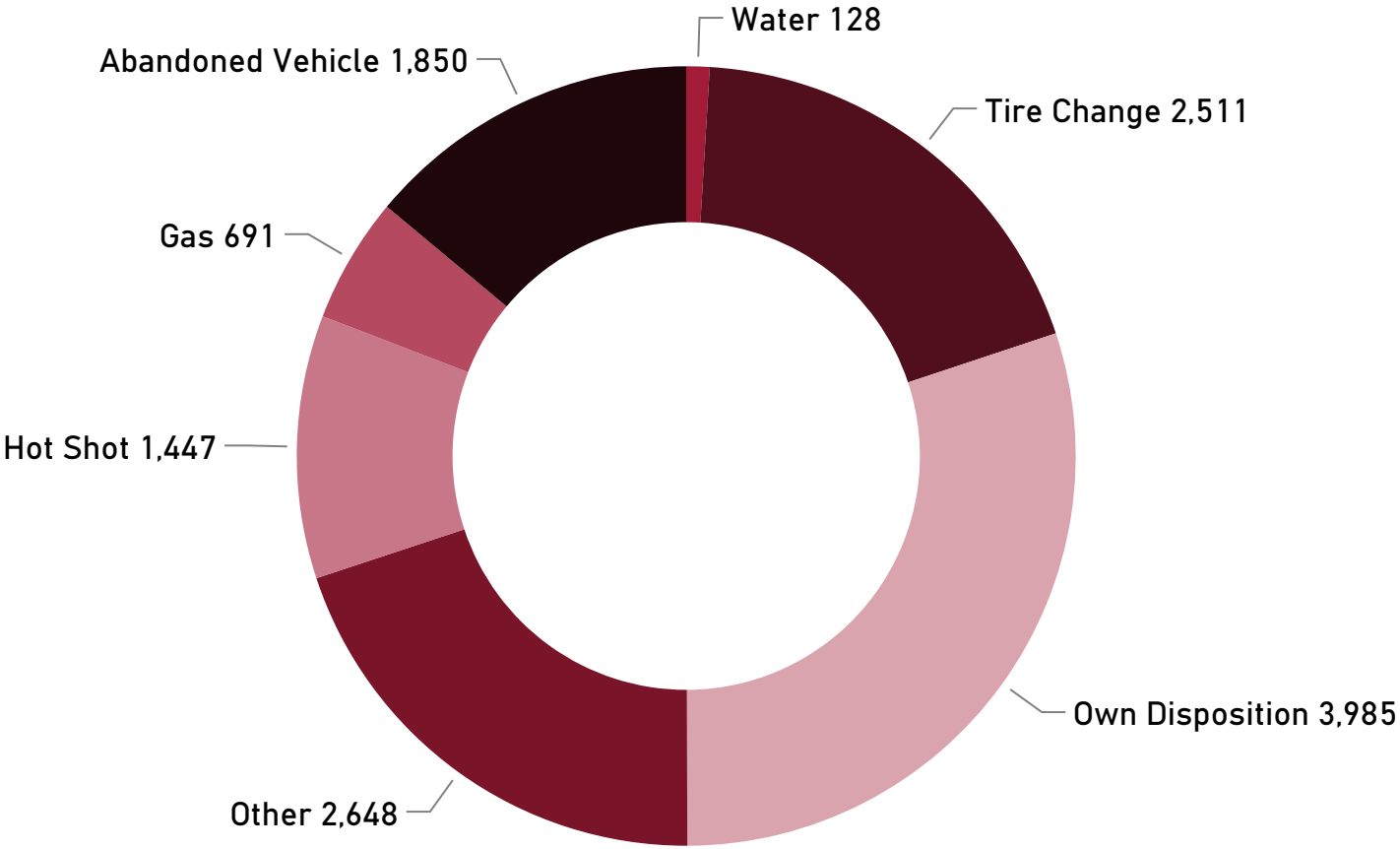
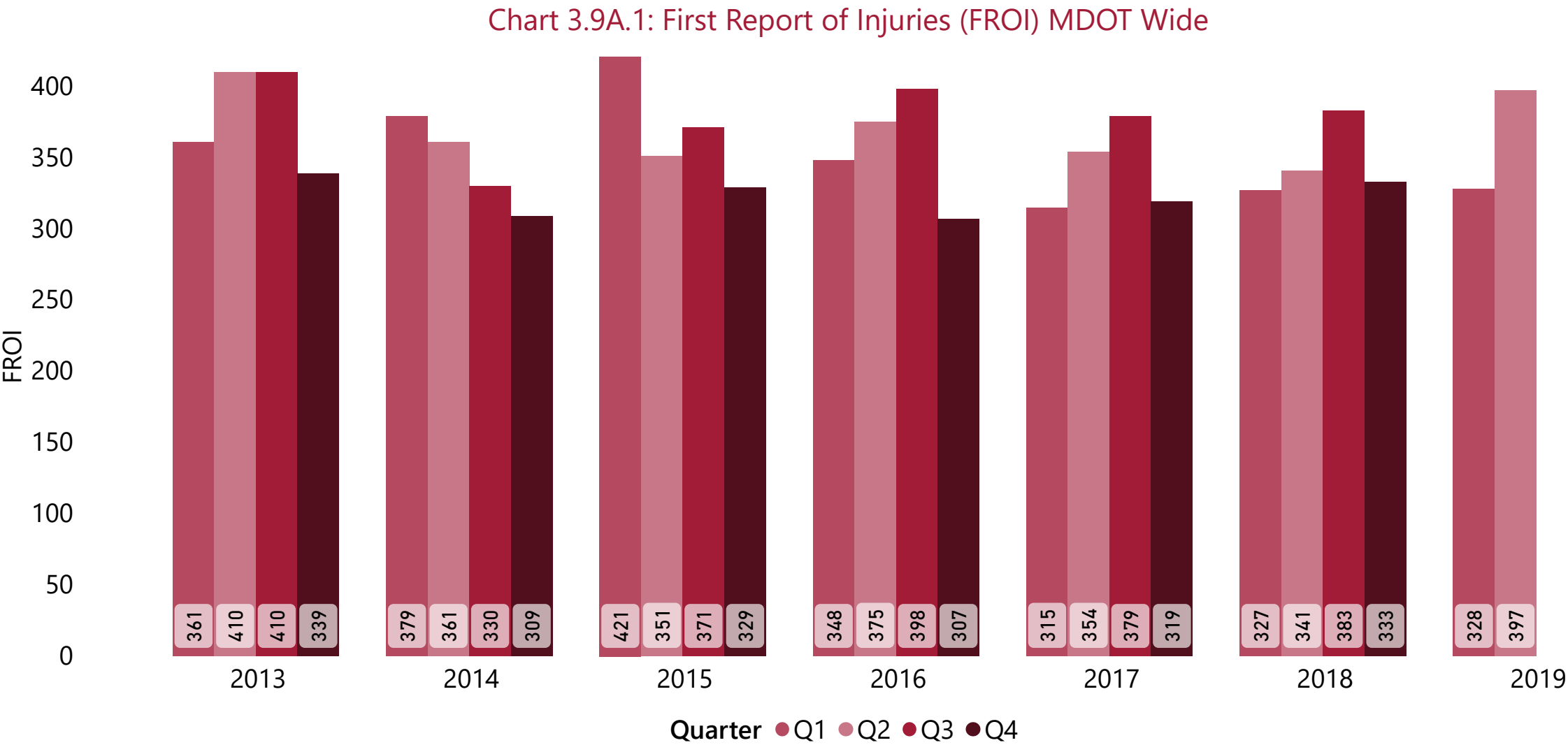


Chart 3.7.3: Roadway Assists by Type for Q2 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

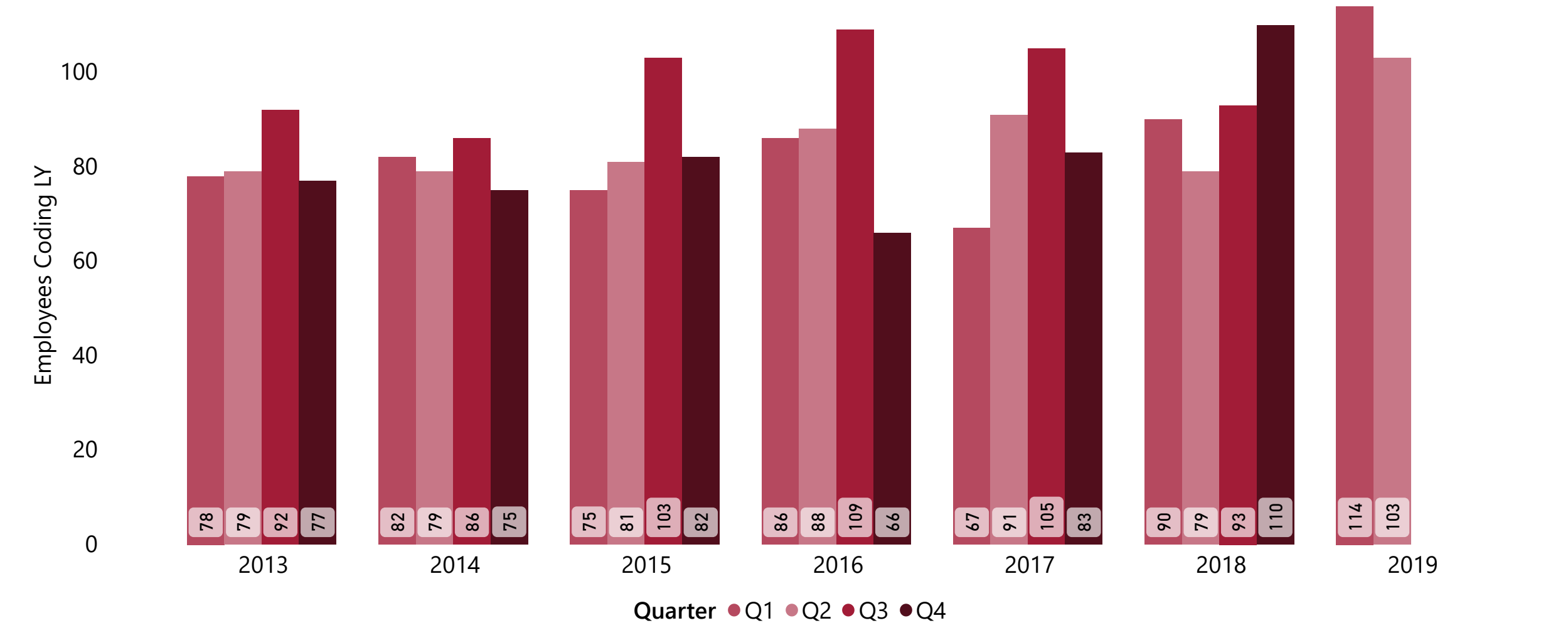
PM#3.9: Number of Employee Lost Work Days Due to Injuries - *Michael McCauley*



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

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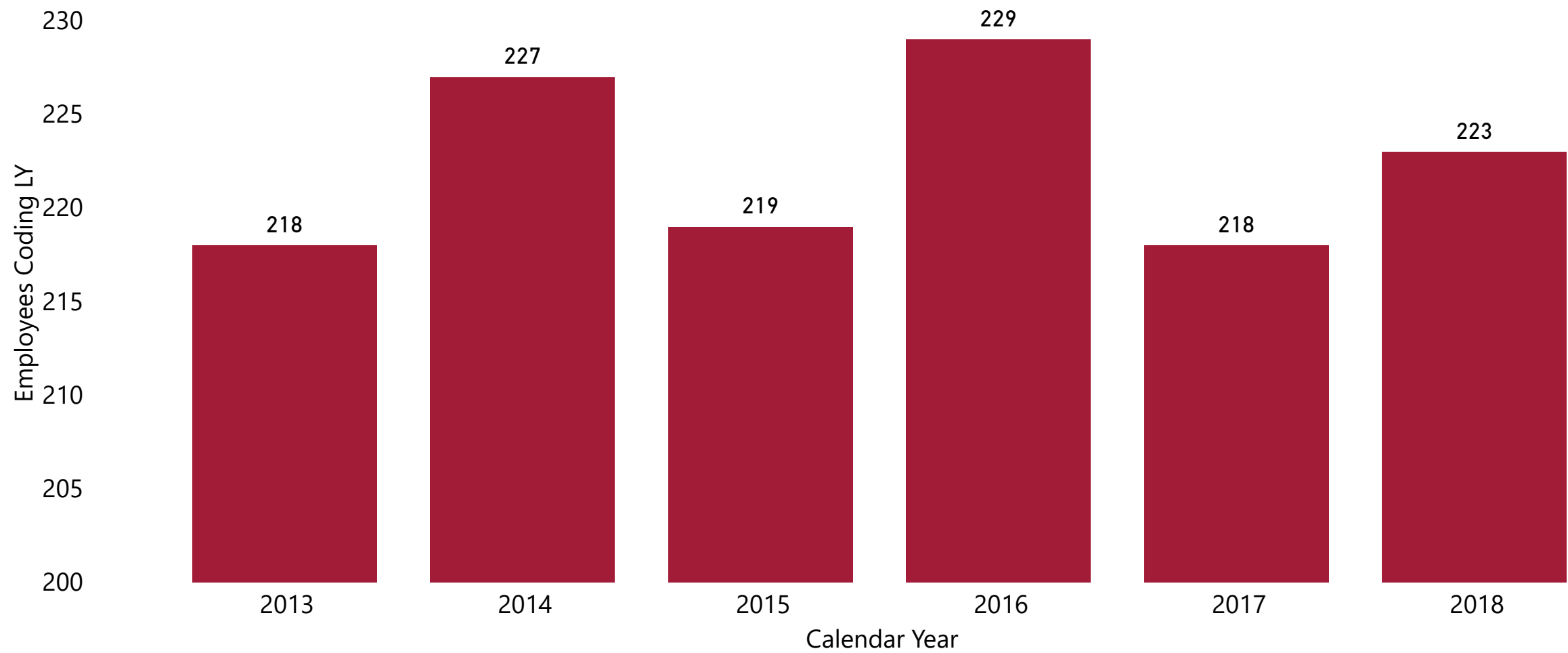
Chart 3.9B.1A: Number of Employees Coding Work Injury Leave (LY) by Quarter



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries - *Michael McCauley*

Chart 3.9B.1B: Number of Employees Coding Work Injury Leave (LY)



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries - *Michael McCauley*

Chart 3.9B.1C: Number & Percentage of Employees Coding Work Injury Leave (LY) by Calendar Year

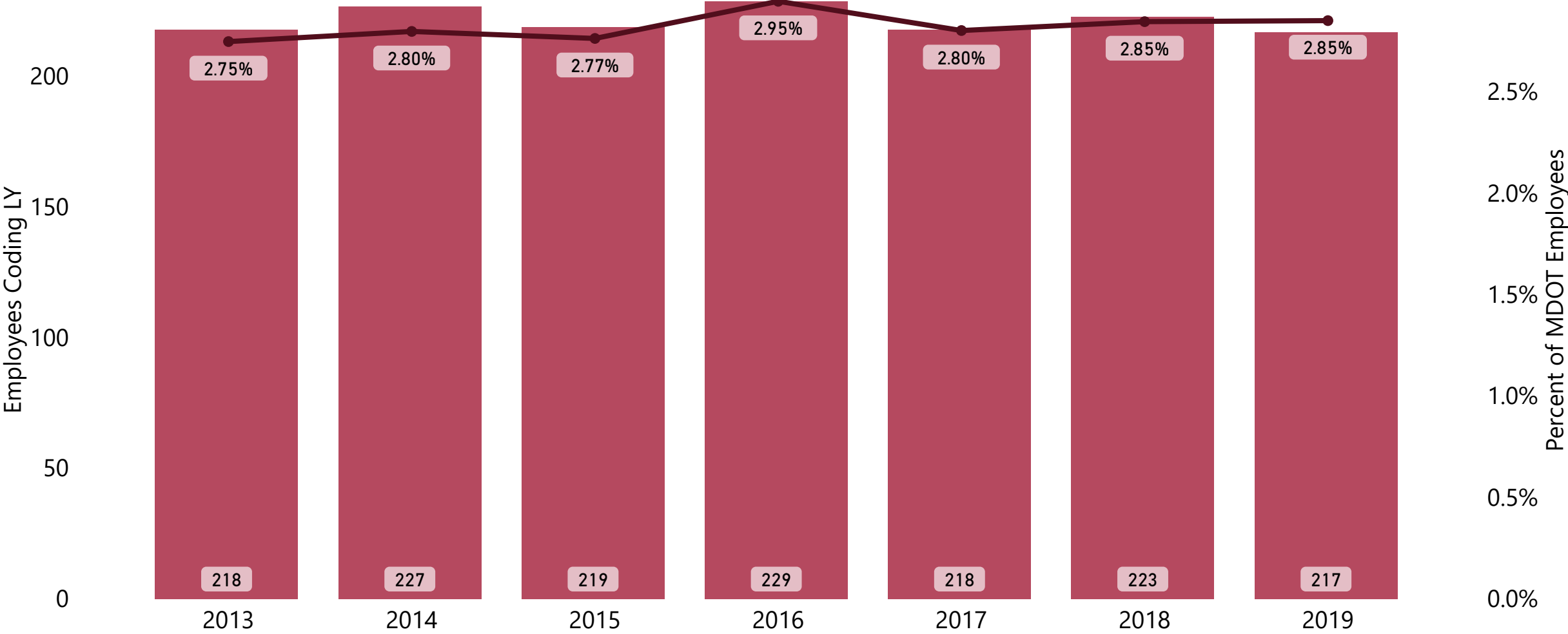
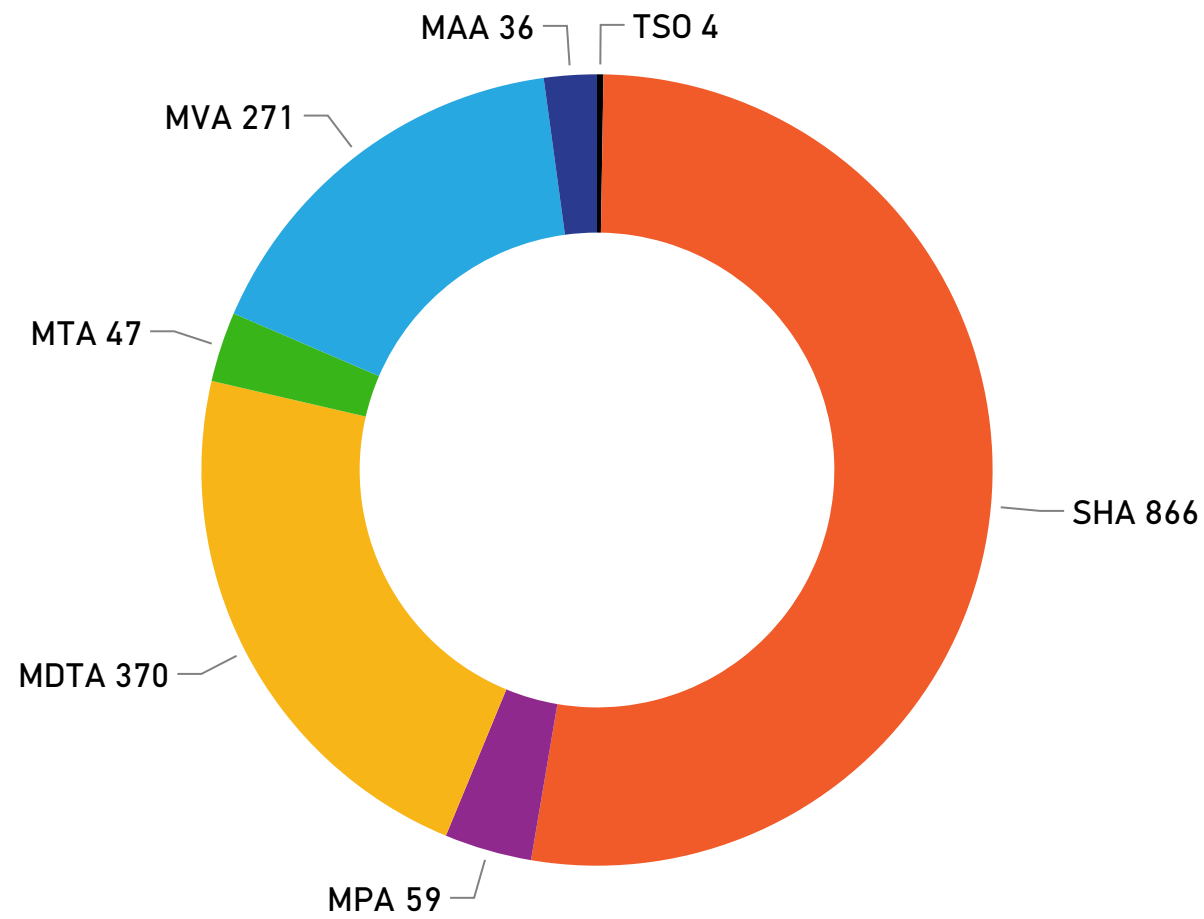


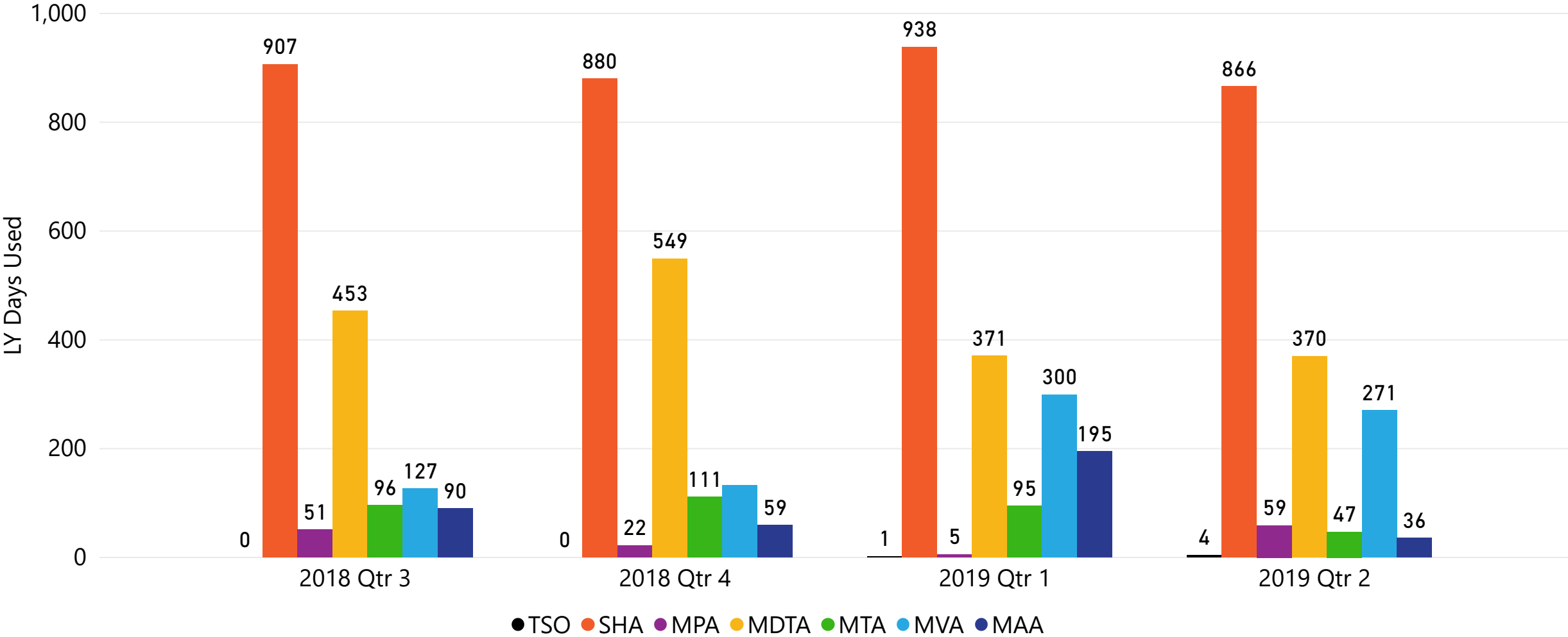
Chart 3.9B.2A: Number of Work Injury Days Used for Q2 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries - Michael McCauley

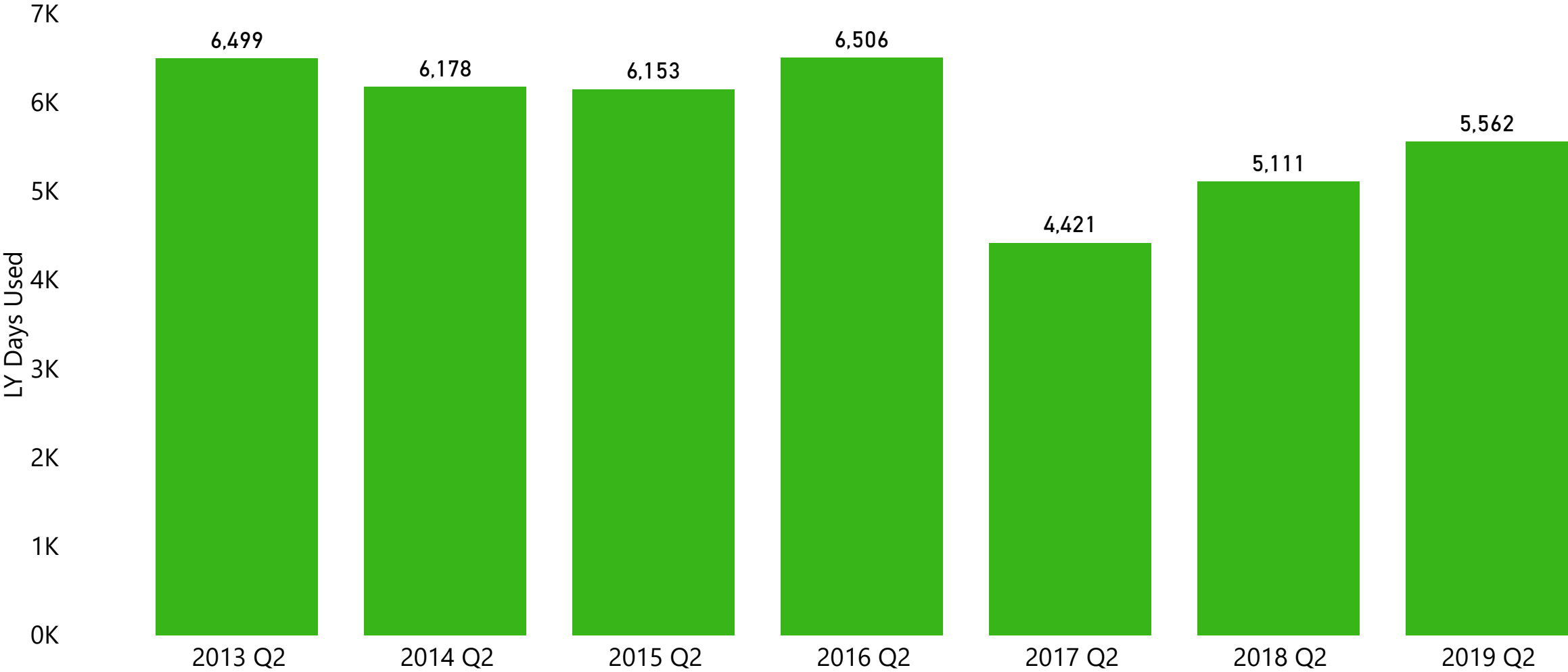
Chart 3.9B.2B: Number of Work Injury Leave (LY) Days Used



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PM#3.9: Number of Employee Lost Work Days Due to Injuries - *Michael McCauley*

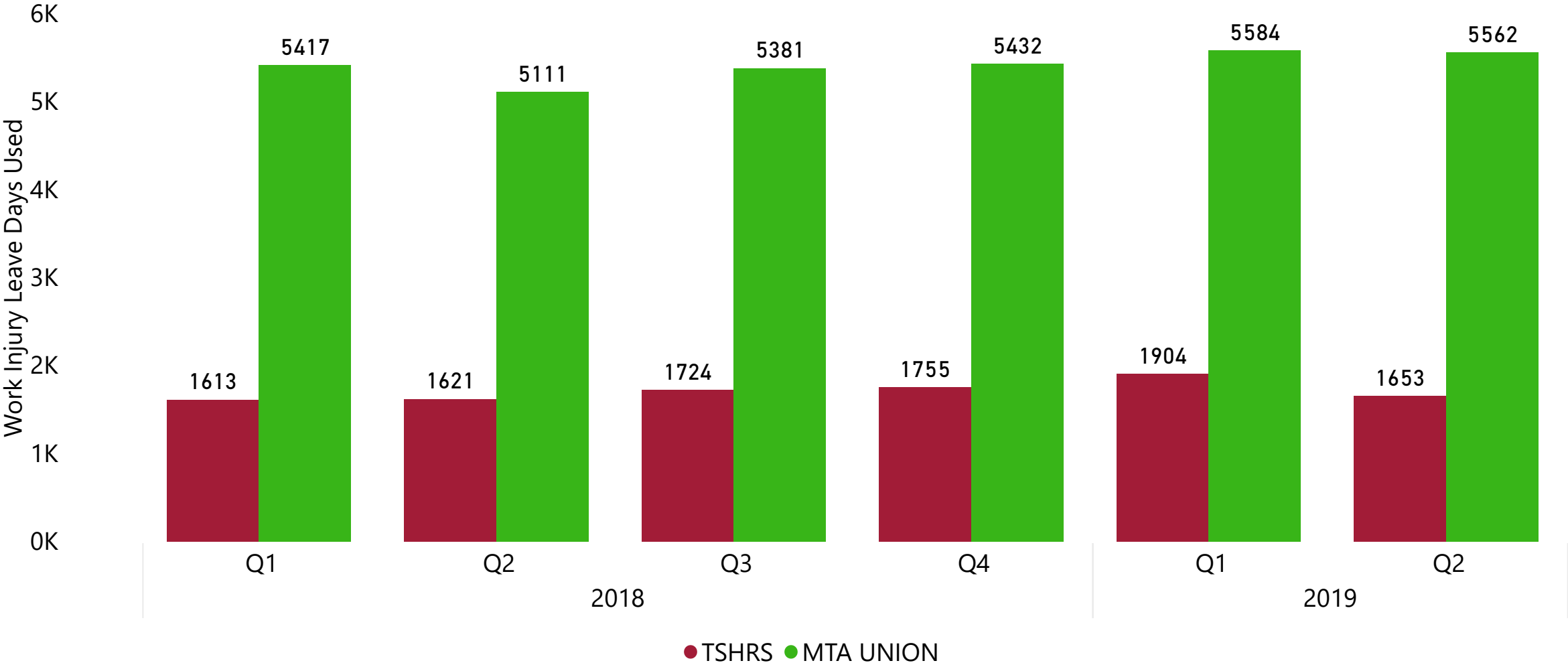
Chart 3.9B.3: MTA Union Lost Work Days Due to Injuries for Q2



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.9: Number of Employee Lost Work Days Due to Injuries - *Michael McCauley*

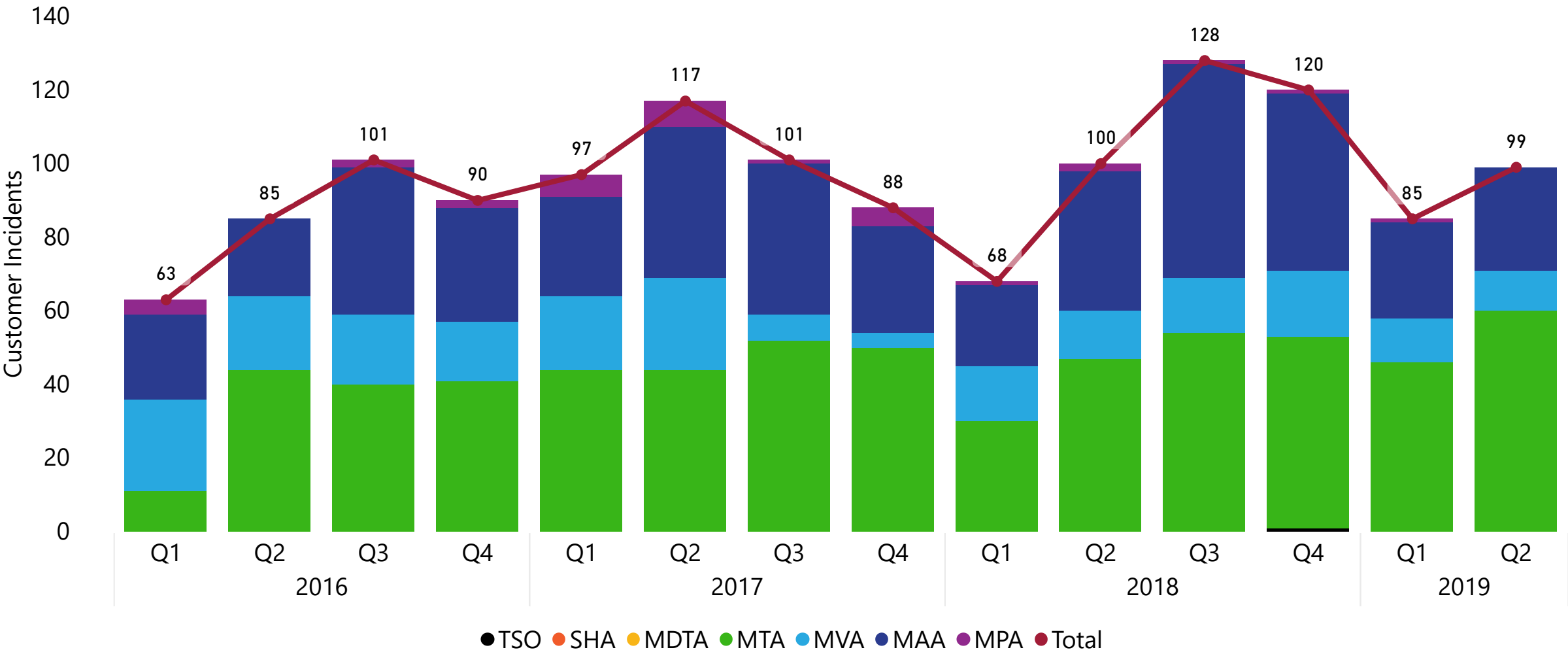
Chart 3.9B.4: Number of Work Injury Days Used, TSHRS and MTA Union



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

PM#3.10: Number of Customer Incidents at MDOT Facilities - Leah Visakowitz

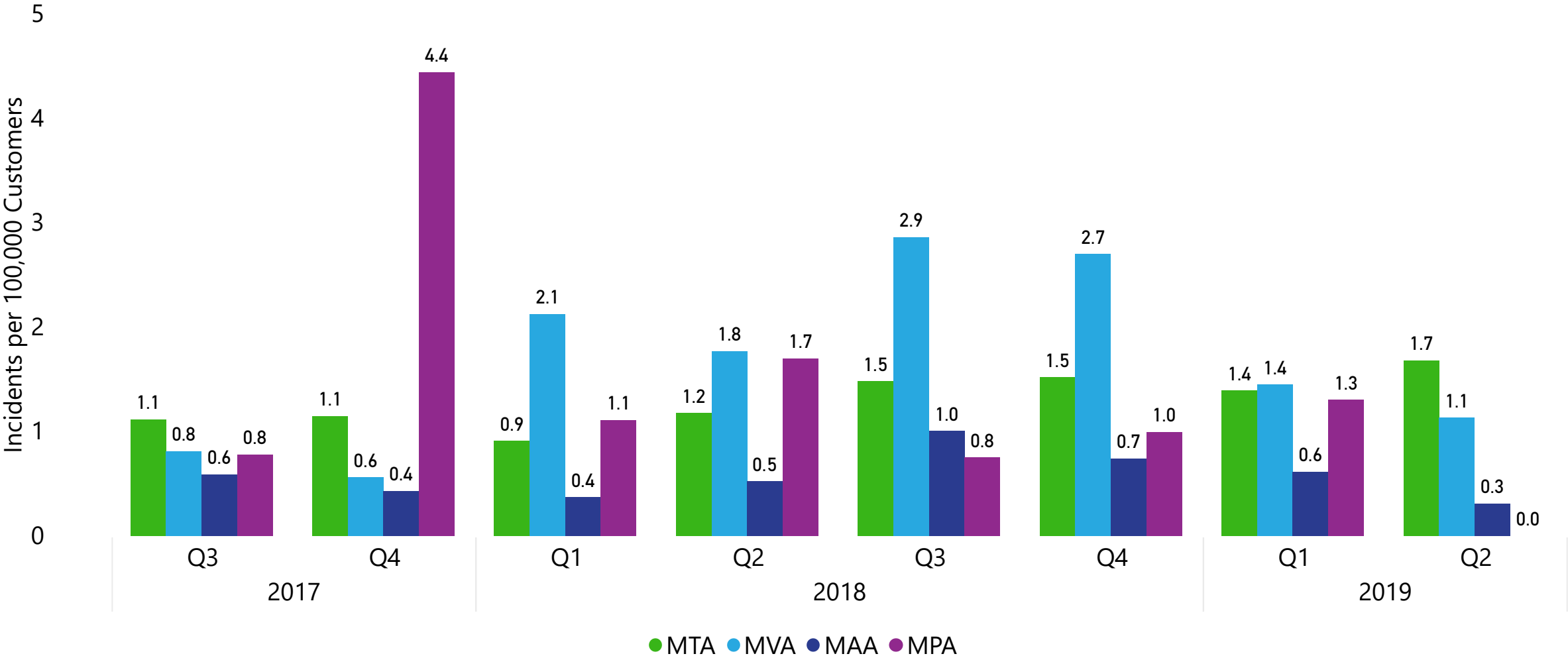
Chart 3.10.1: Number of Customer Incidents at MDOT Facilities



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

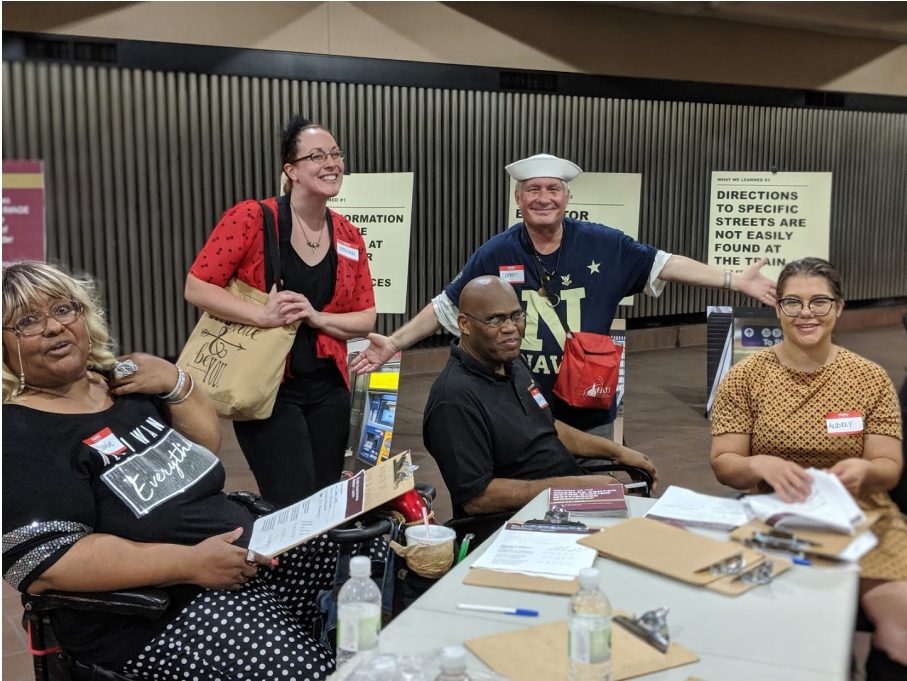
PM#3.10: Number of Customer Incidents at MDOT Facilities - Leah Visakowitz

Chart 3.10.2: Number of Incidents per 100,000 Customers



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

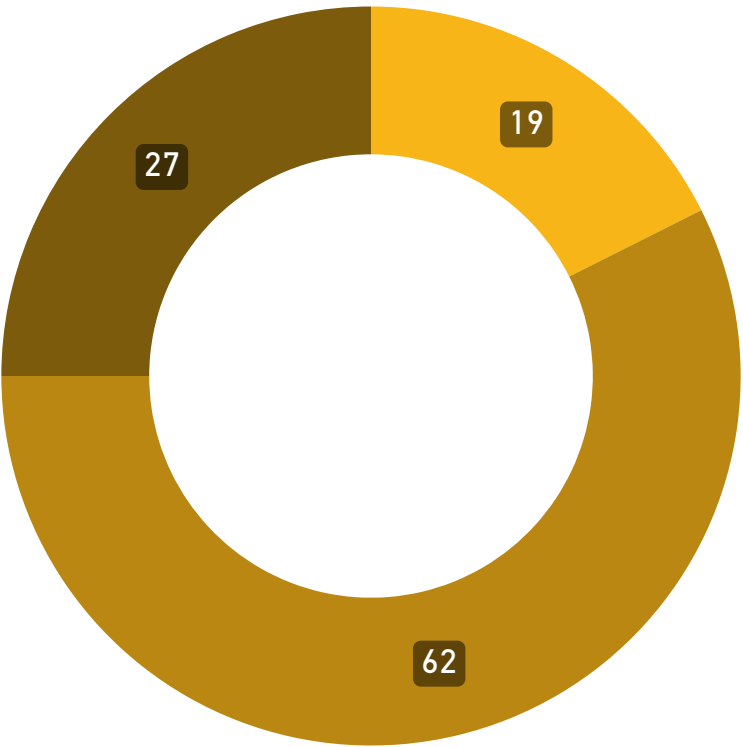
PM#3.10: Number of Customer Incidents at MDOT Facilities - Leah Visakowitz





PRESENTING:
TANGIBLE RESULT #3
TBU SPECIFIC MEASURES

MDTA 3.1.1: Total Number of Hits for Each Guardrail Damage Category for Q2 2019

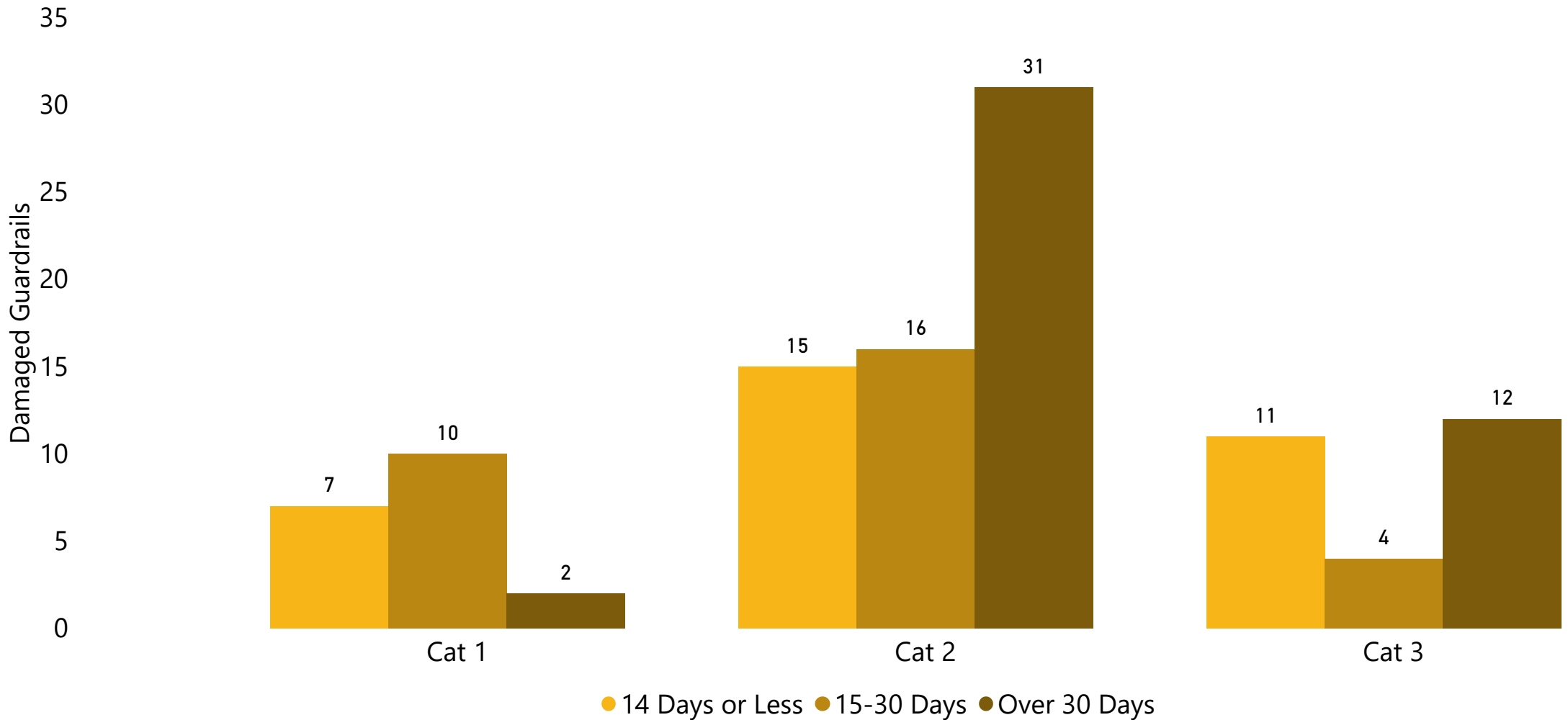


Damage Category ● Cat 1 ● Cat 2 ● Cat 3

TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

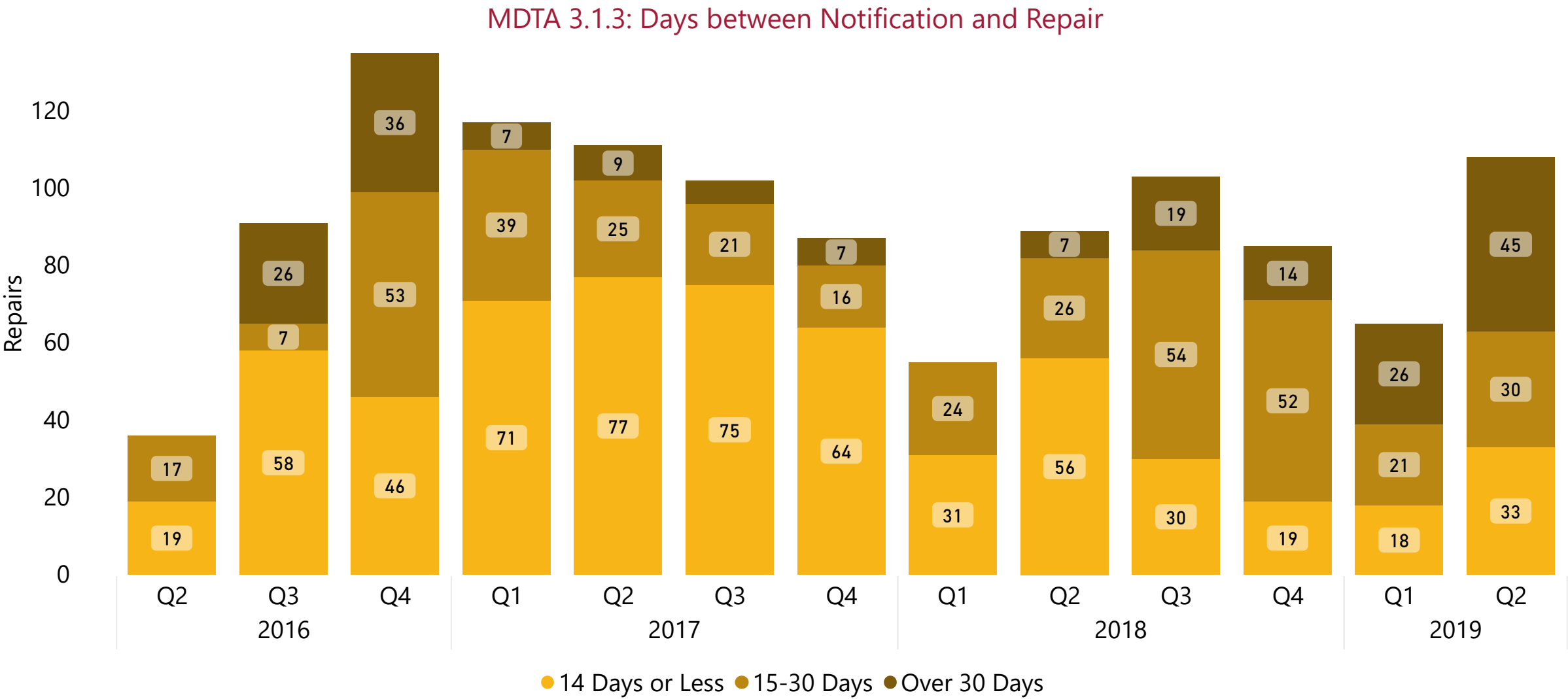
MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service - *Serena Liu*

MDTA 3.1.2: Guardrail Damage Category - Days between Notification and Repair for Q2 2019



TR#3: PROVIDE A SAFE AND SECURE TRANSPORTATION INFRASTRUCTURE

MDTA 3.1: Time of Notification of Unacceptable Guardrail to Return to Service - *Serena Liu*





PRESENTING:

DELIVER TRANSPORTATION SOLUTIONS AND SERVICES OF GREAT VALUE

TANGIBLE RESULT #4

Chart 4.4A: Minor Road Preservation Life Cycle Cost

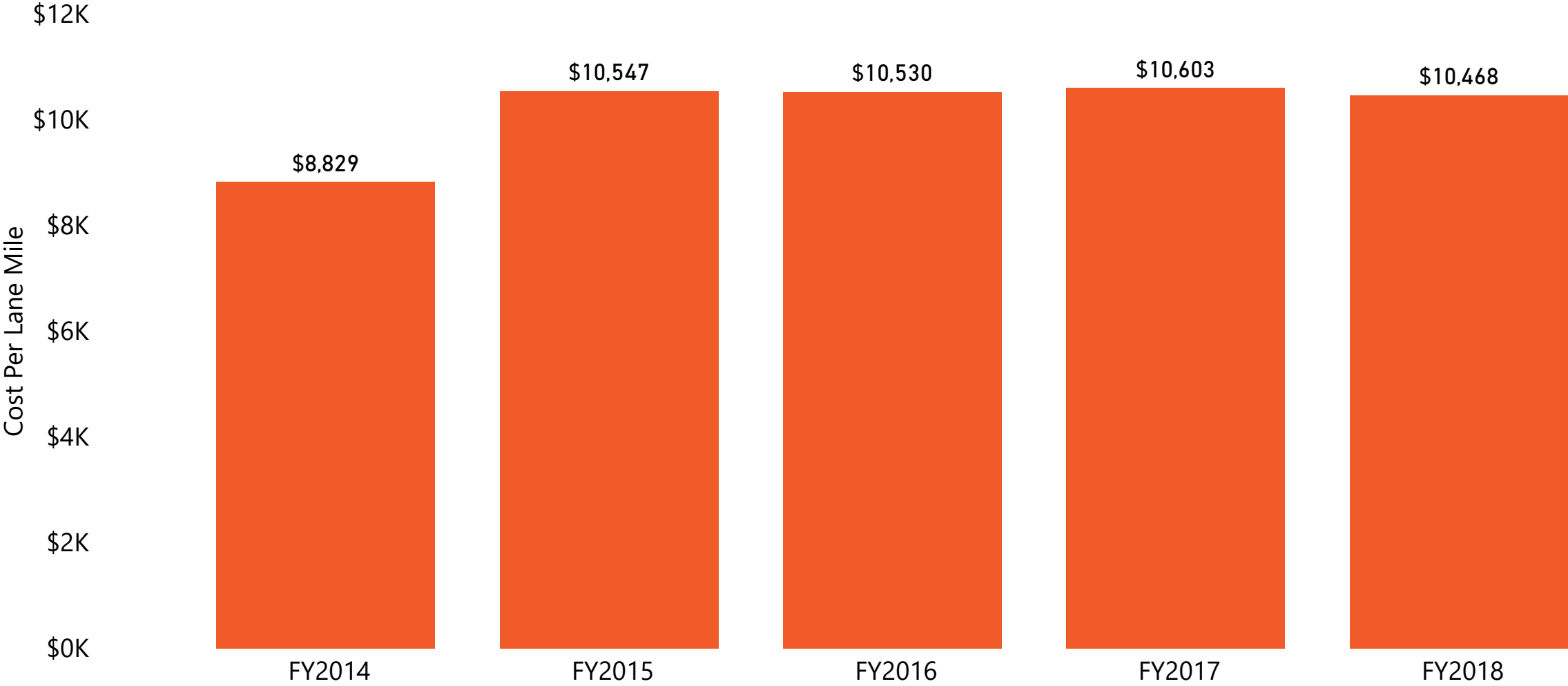


Chart 4.4B: Major Road Preservation Life Cycle Cost

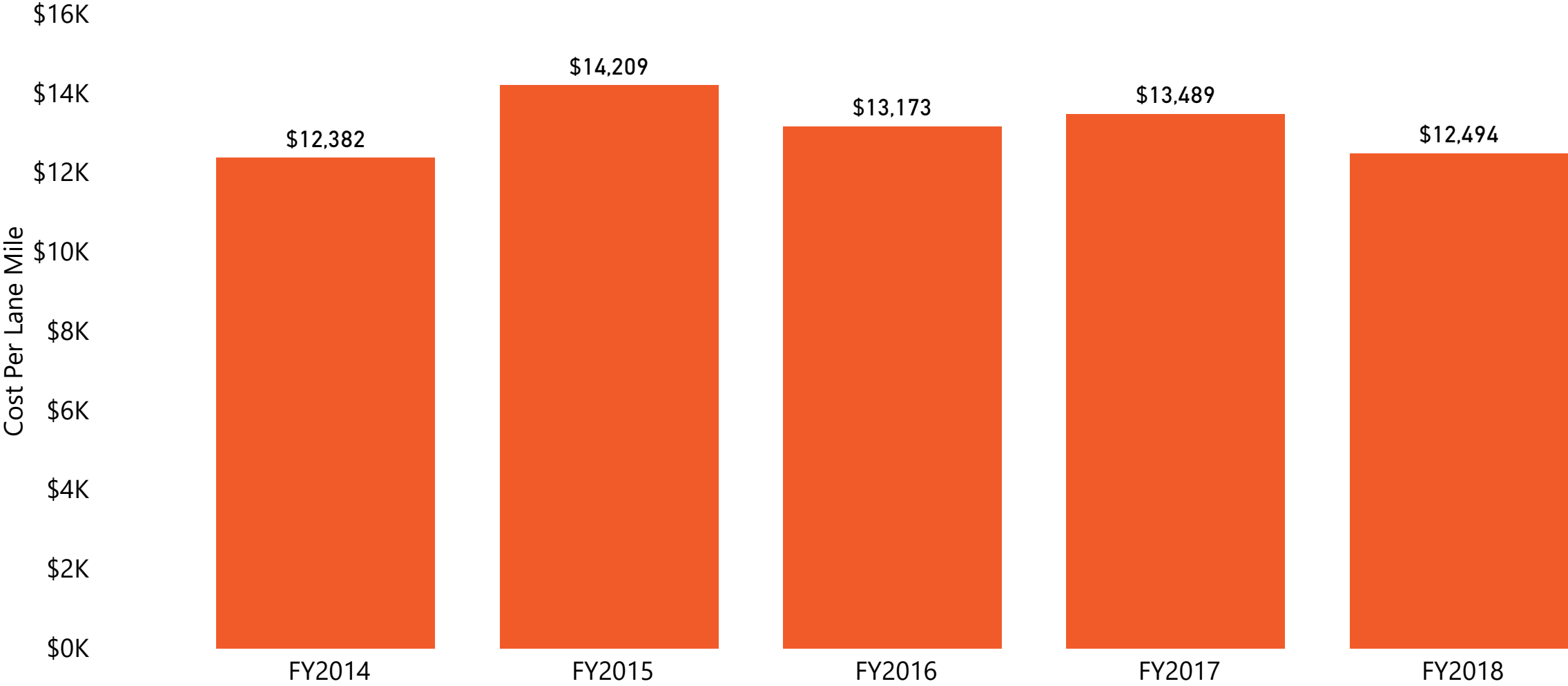


Chart 4.4C: Interstate Preservation Life Cycle Cost

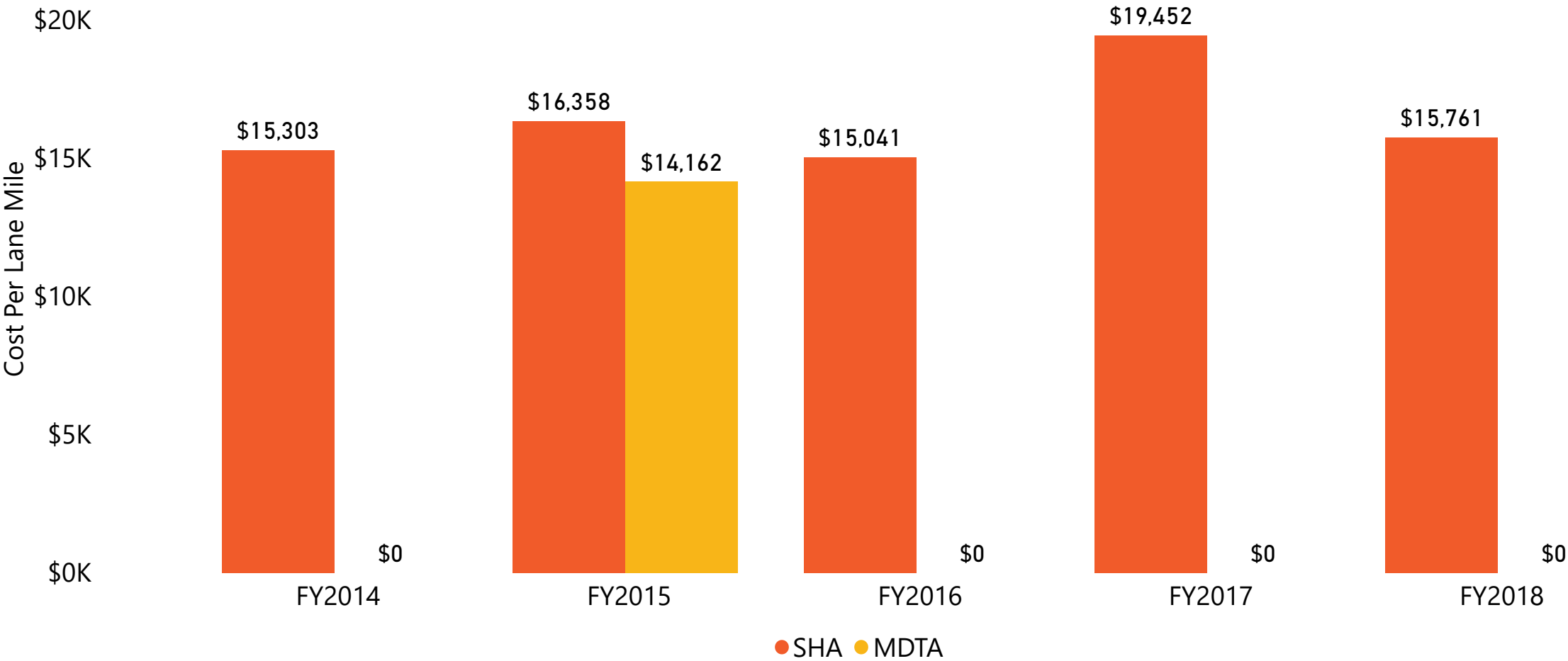


Chart 4.4D: Average Bridge Replacement Cost

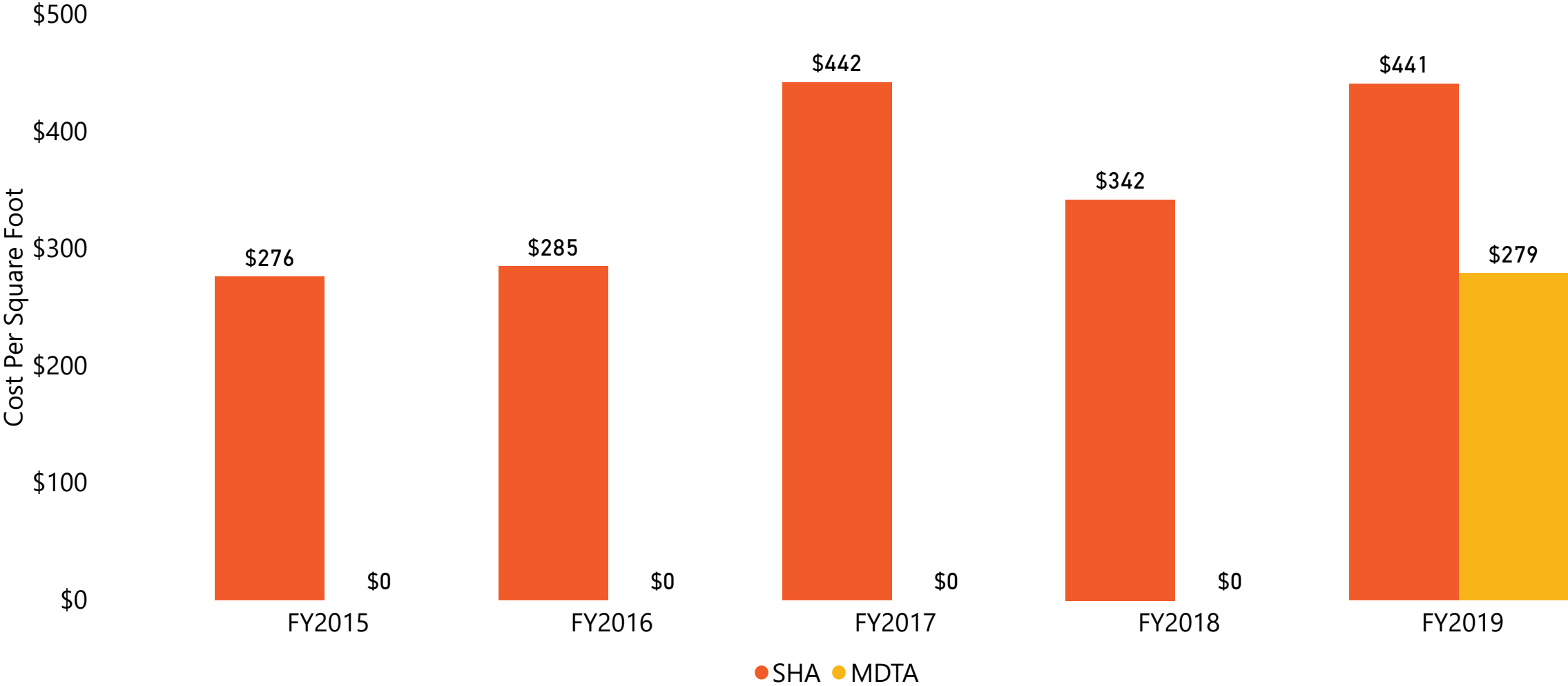
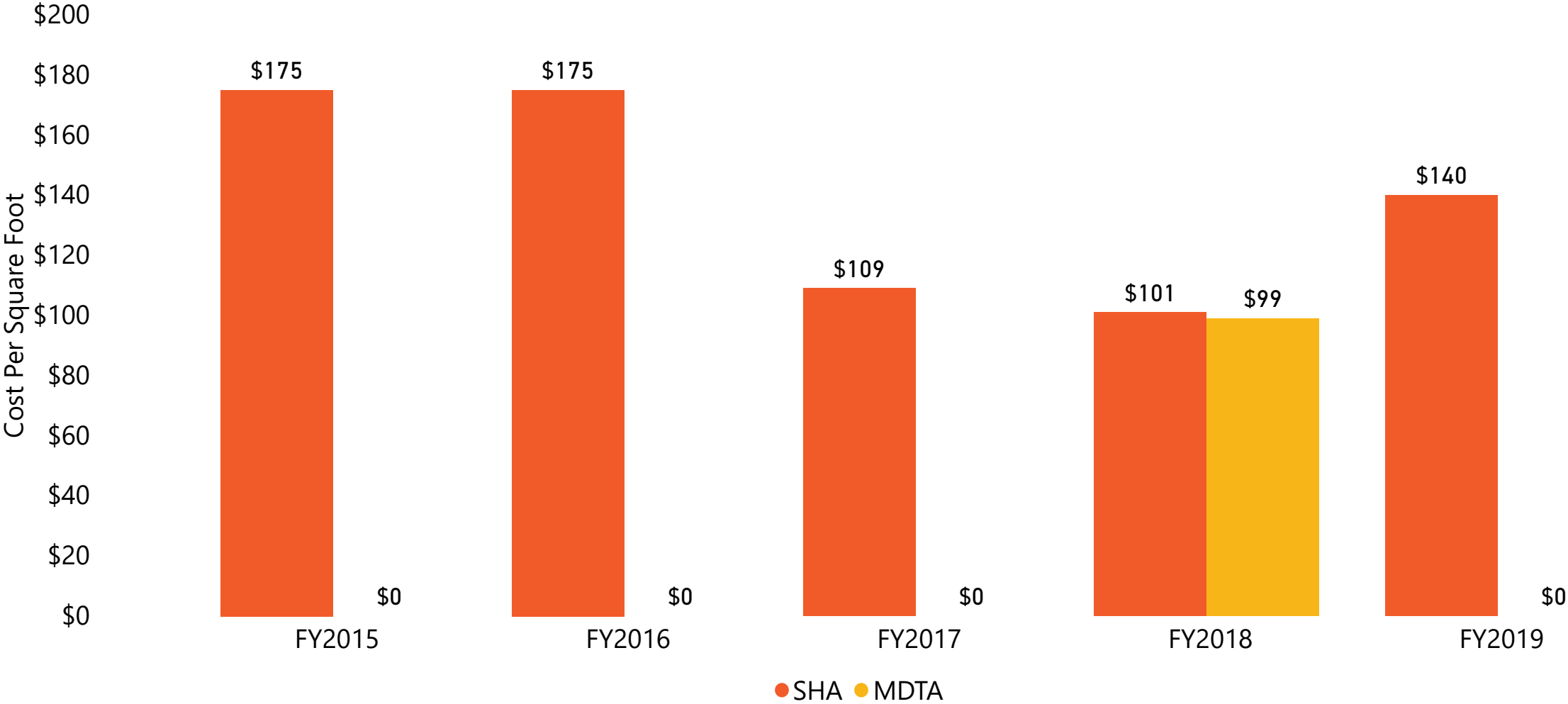


Chart 4.4E: Average Bridge Redecking Cost





PRESENTING:

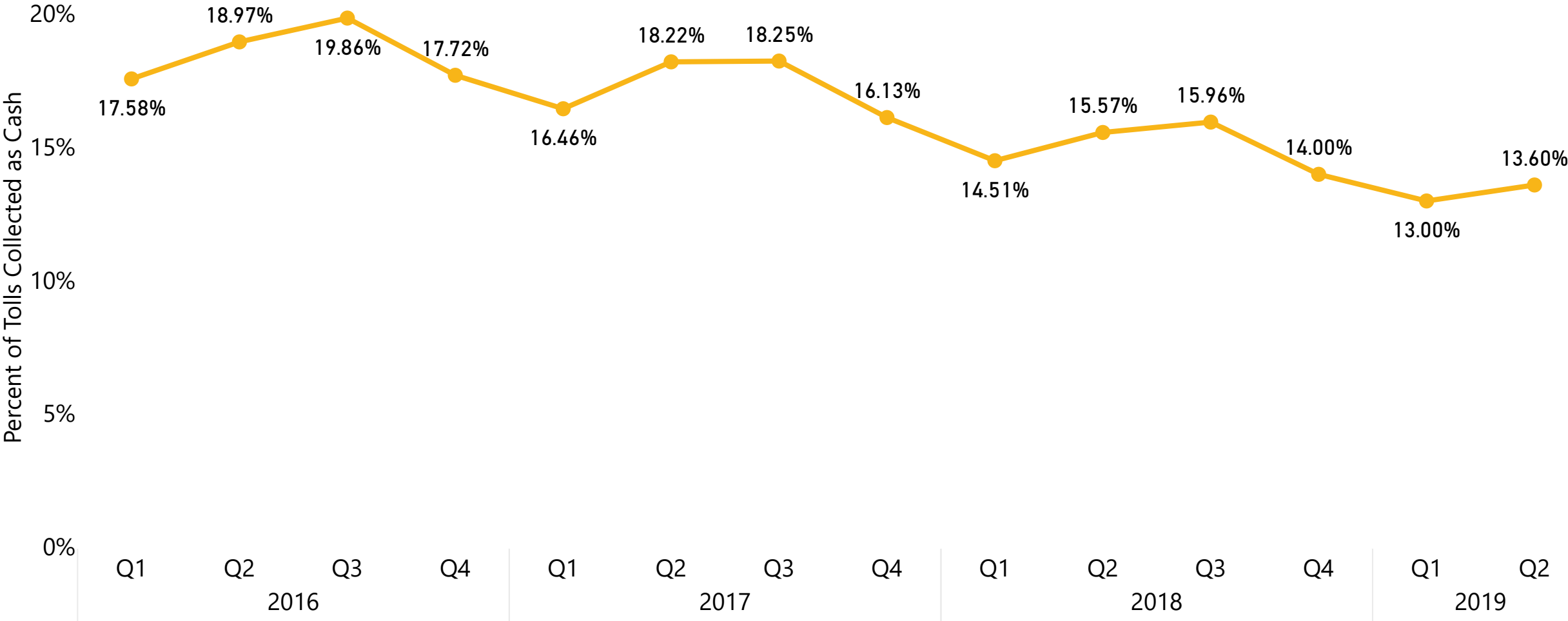
**PROVIDE AN EFFICIENT,
WELL-CONNECTED
TRANSPORTATION EXPERIENCE**

TANGIBLE RESULT #5

TR#5: PROVIDE AN EFFICIENT, WELL-CONNECTED TRANSPORTATION EXPERIENCE

PM#5.1: Reliability of the Transportation Experience - *Sam Walters*

Chart 5.1A.1: Percent of Tolls Collected as Cash for All Mixed Facilities



PM#5.1: Reliability of the Transportation Experience - *Negash Assefa*

Chart 5.1C.1: Average Wait Time at MDOT MVA Branches

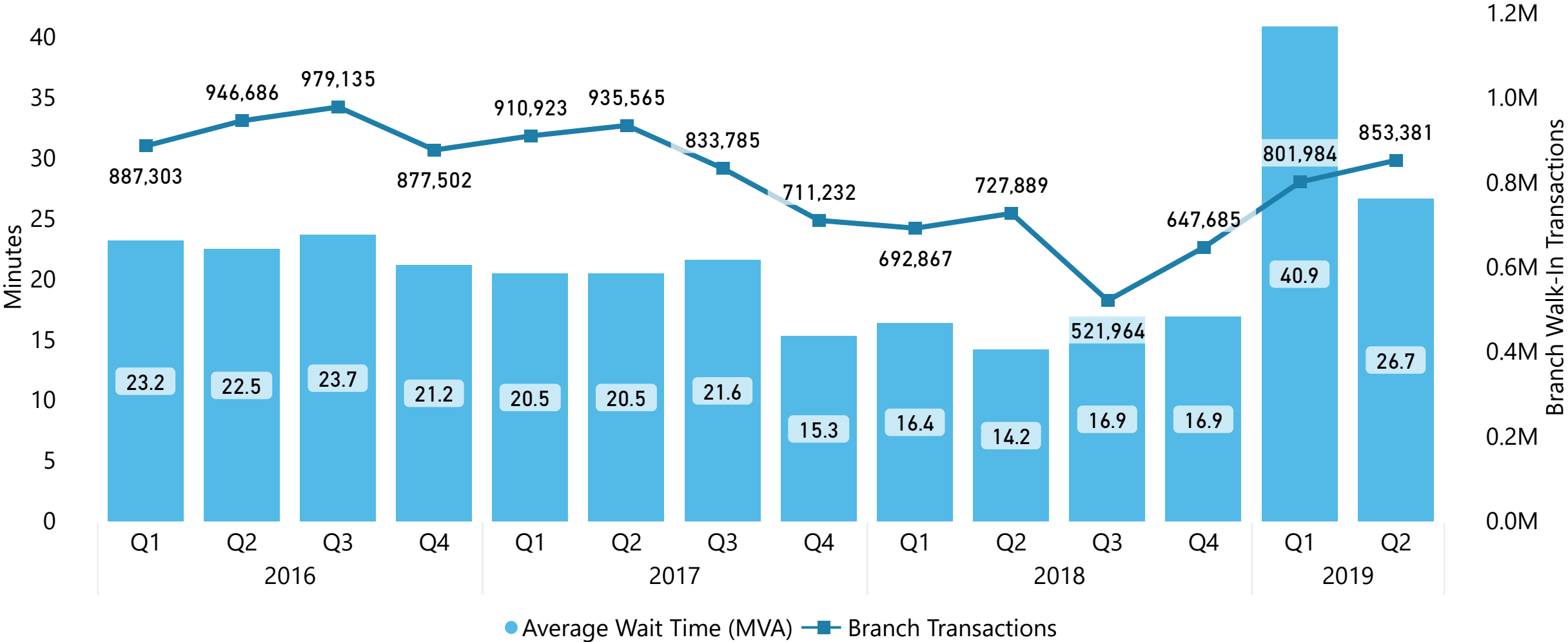


Chart 5.1C.2: Average Wait Time at MDOT MVA Branches

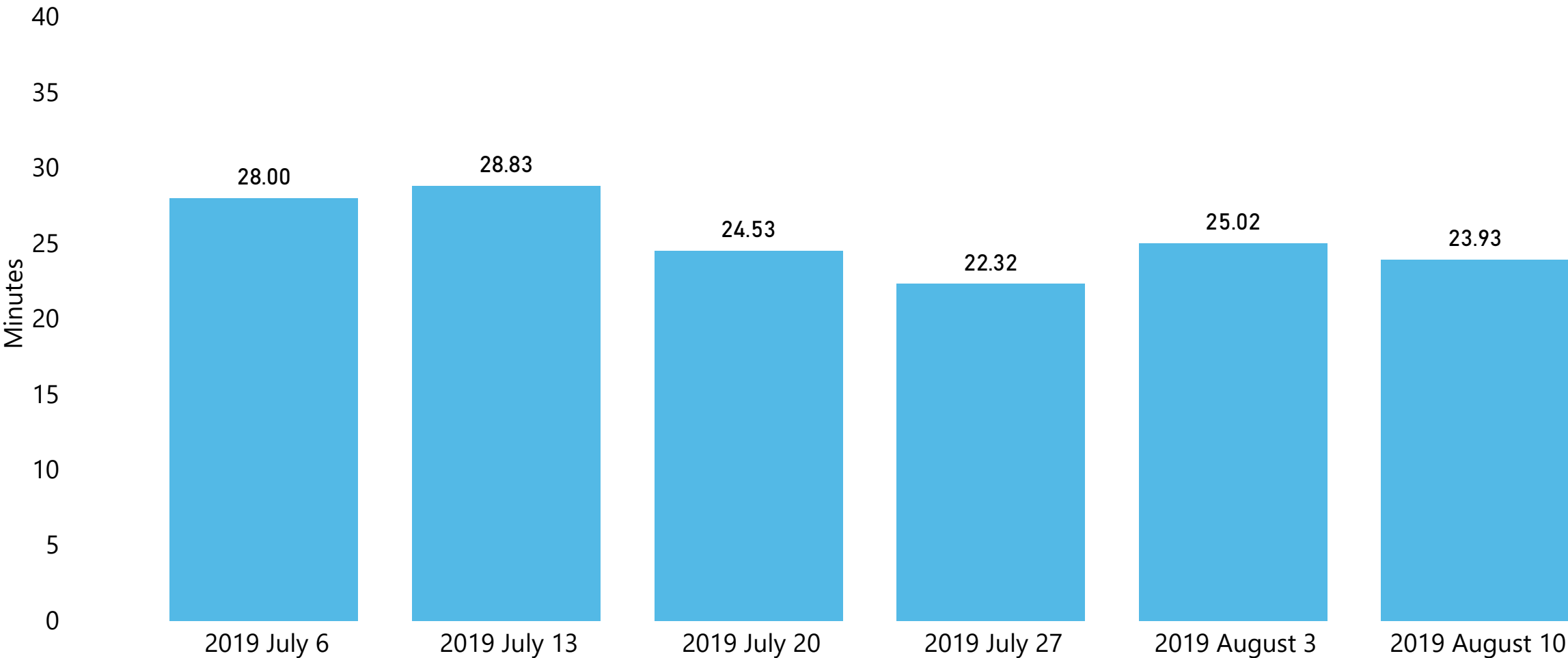


Chart 5.1D.1: On-Time Performance of MDOT MTA Commuter Bus & MDOT MAA Ground Transport

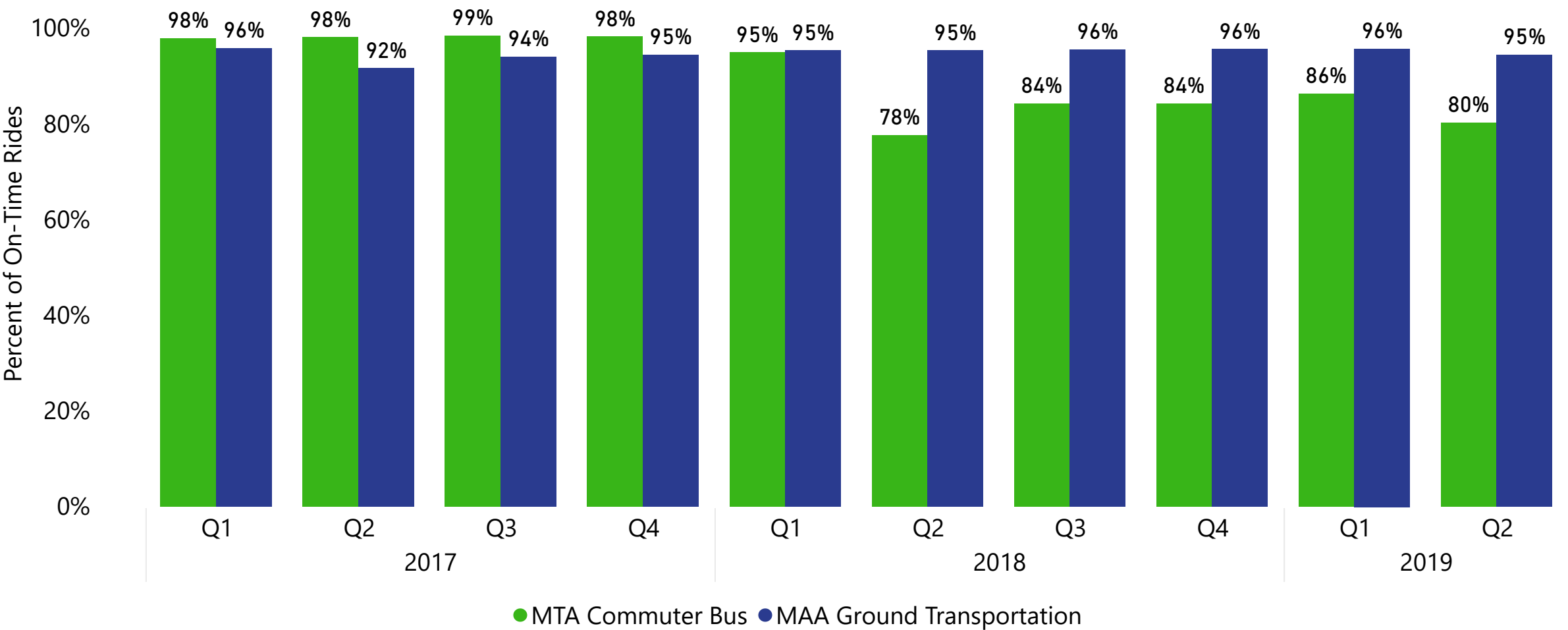


Chart 5.1D.2: On-Time Performance of MDOT MTA SubwayLink, Light RailLink, & MARC

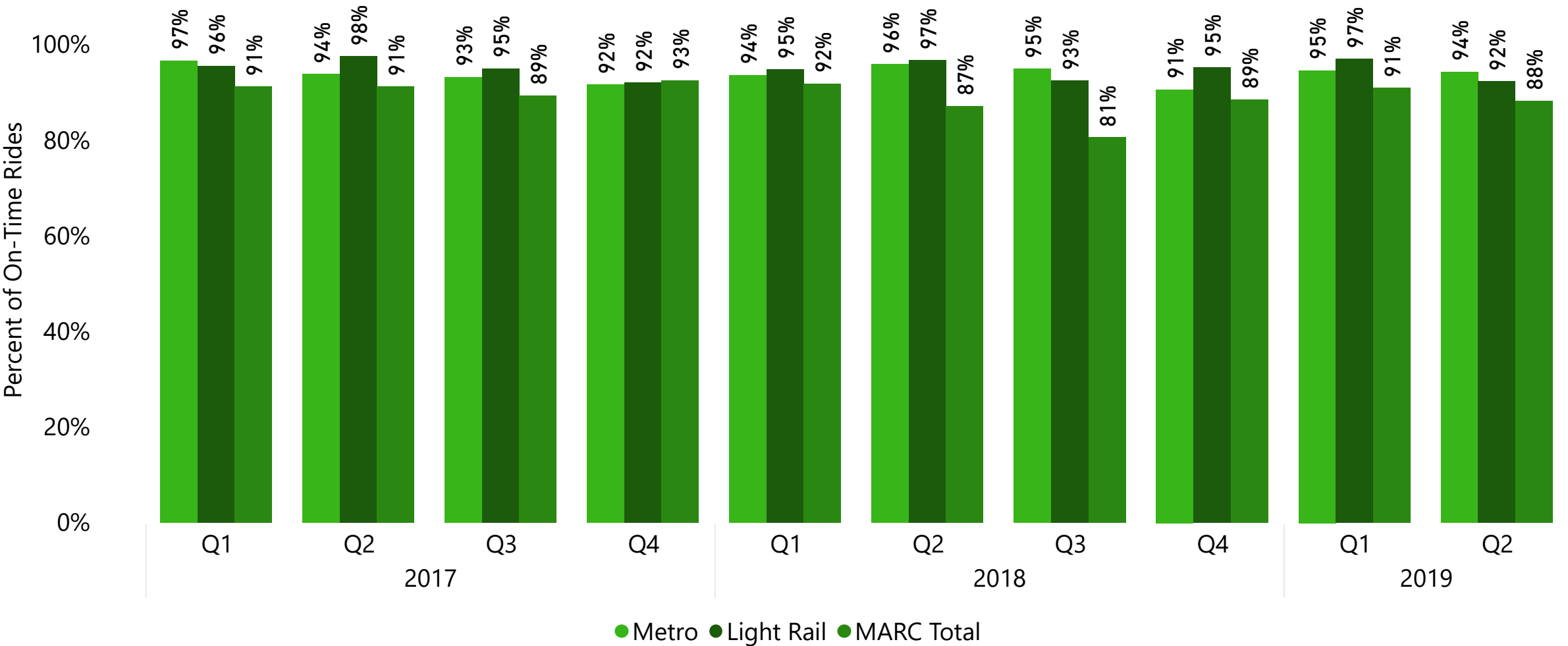


Chart 5.1D.3: On-Time Performance of MDOT MTA Paratransit

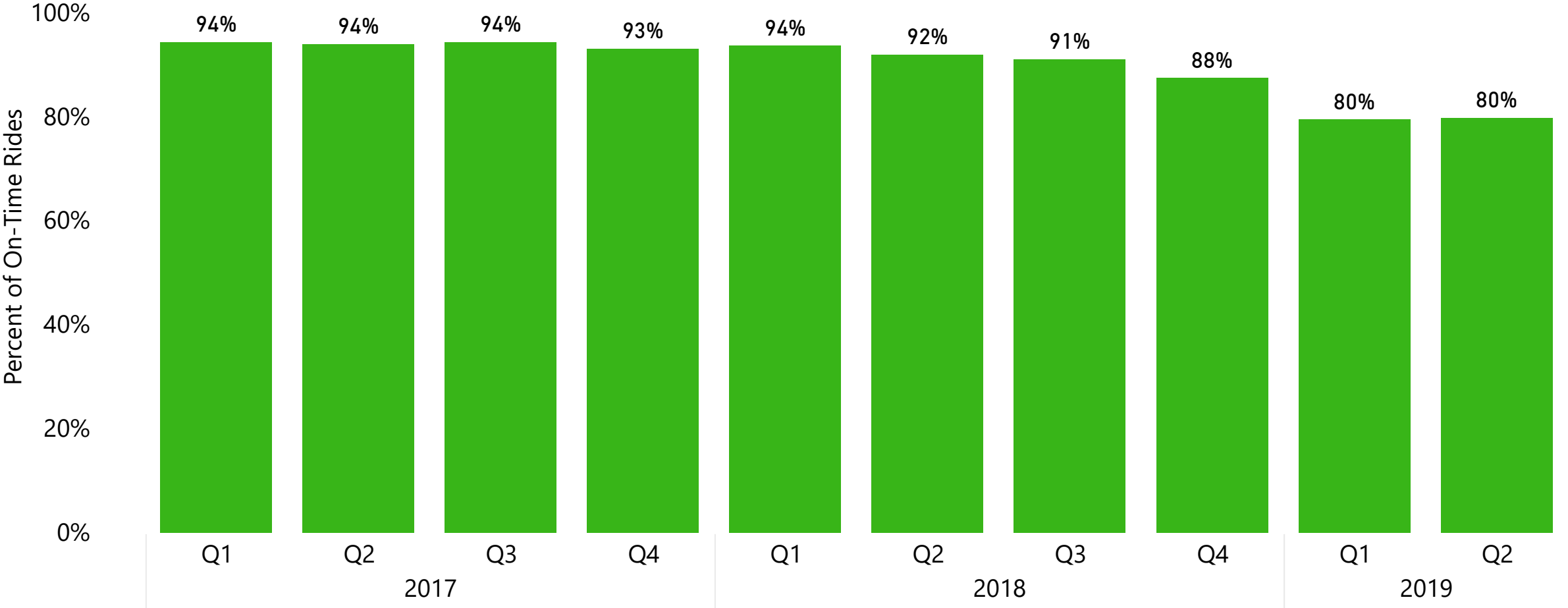
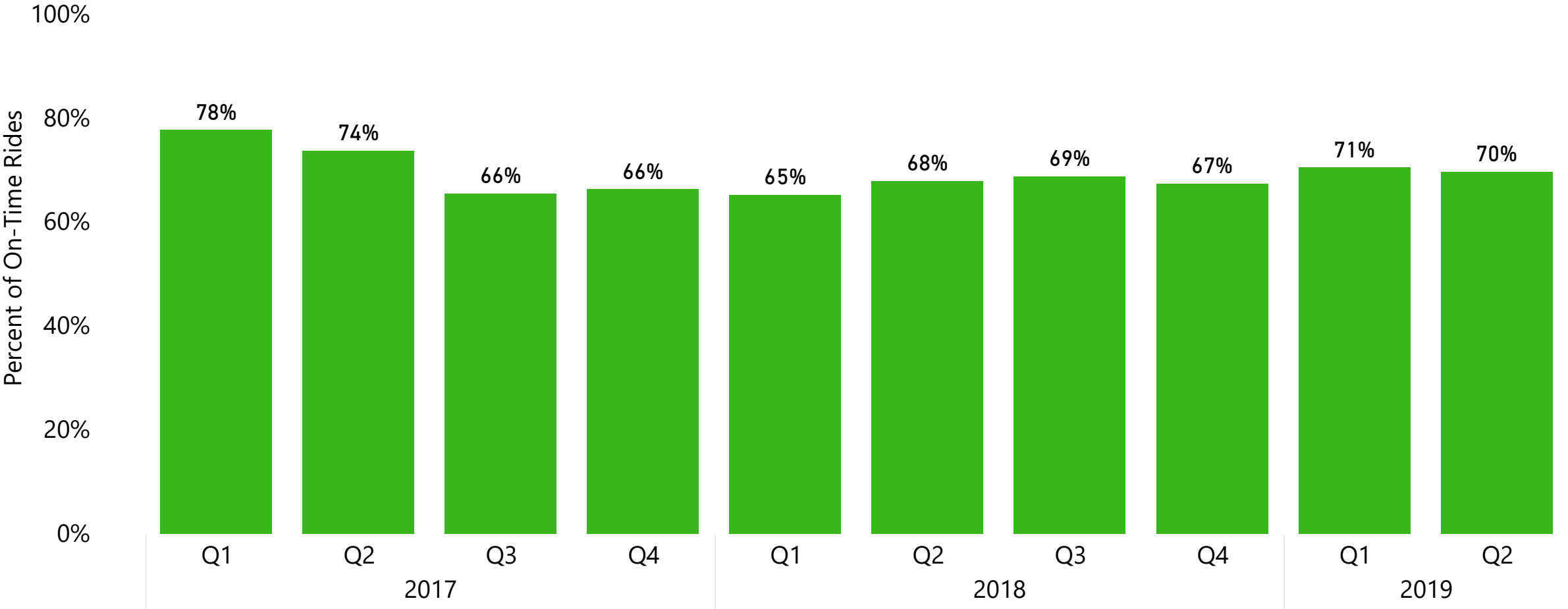


Chart 5.1D.4: MTA Core Bus On-Time Performance

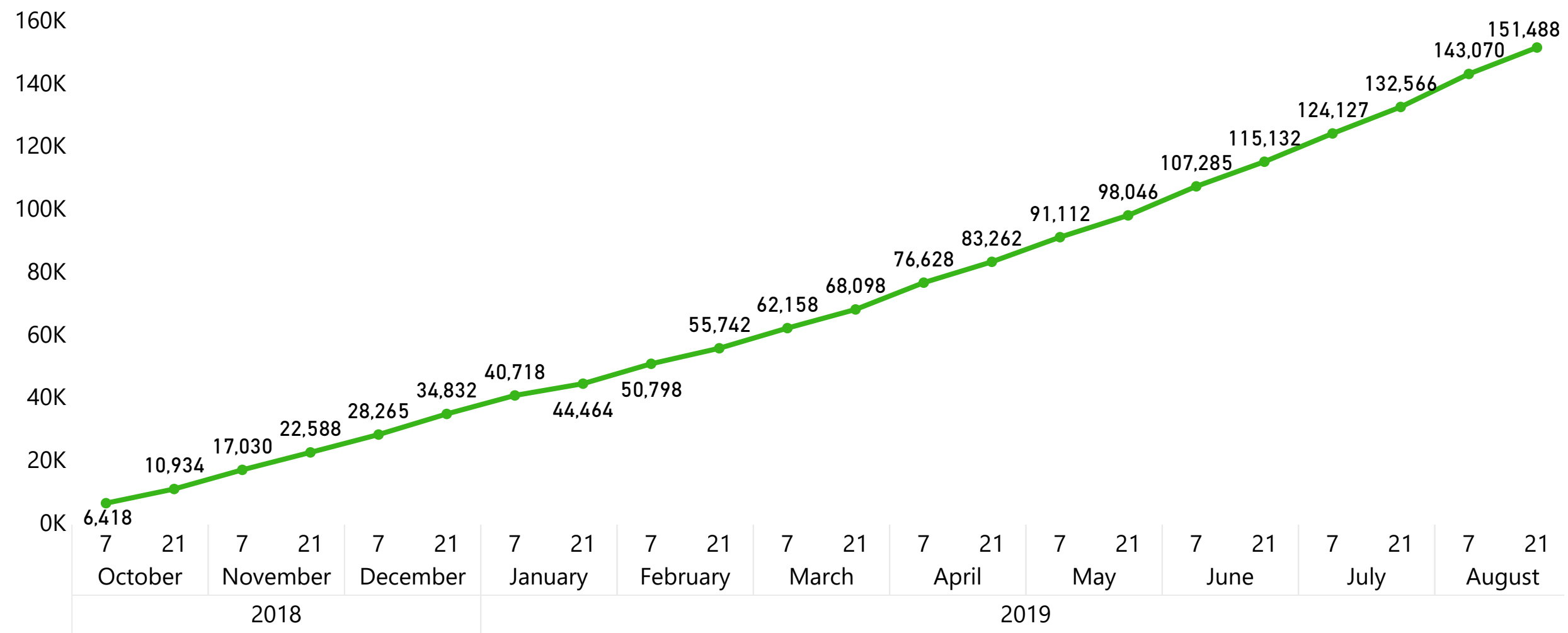




PRESENTING:
TANGIBLE RESULT #5
TBU SPECIFIC MEASURES

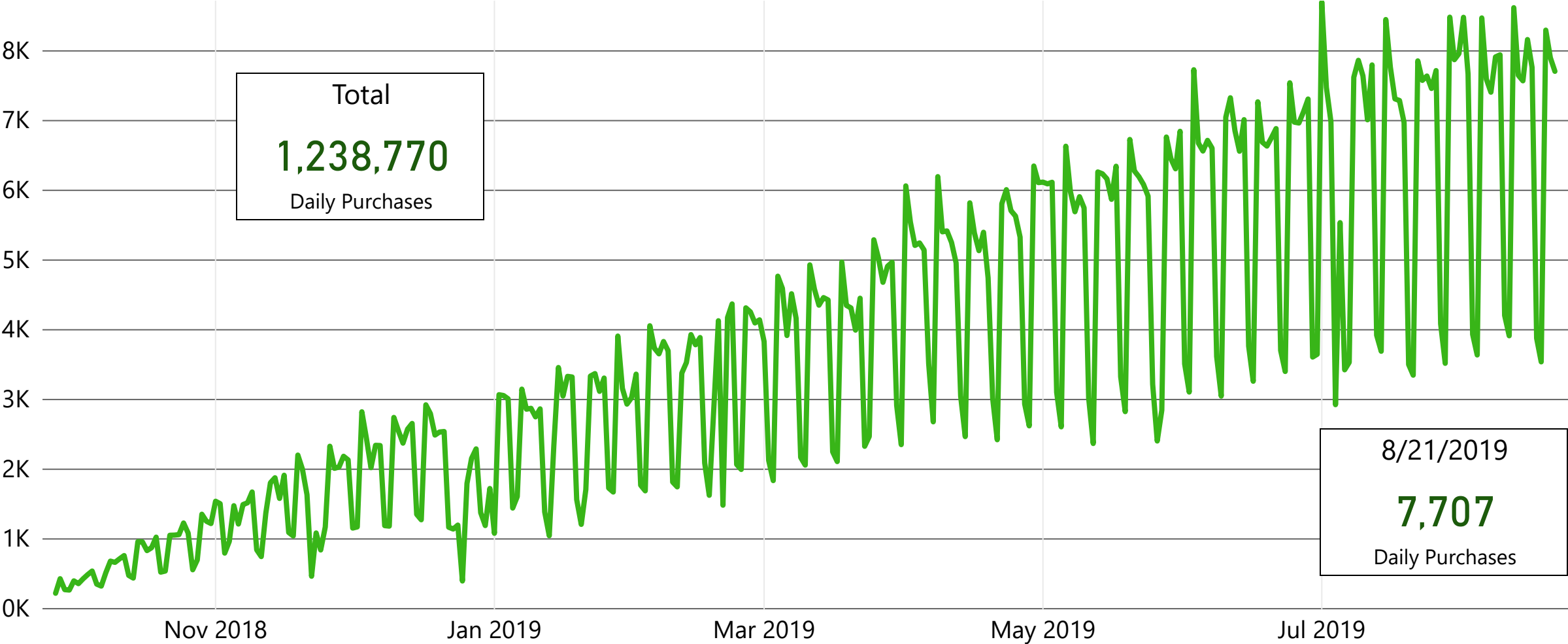
MTA 5.1: CharmPass Cumulative Downloads - *Tim Nizer*

Chart MTA 5.1A: CharmPass Cumulative Downloads



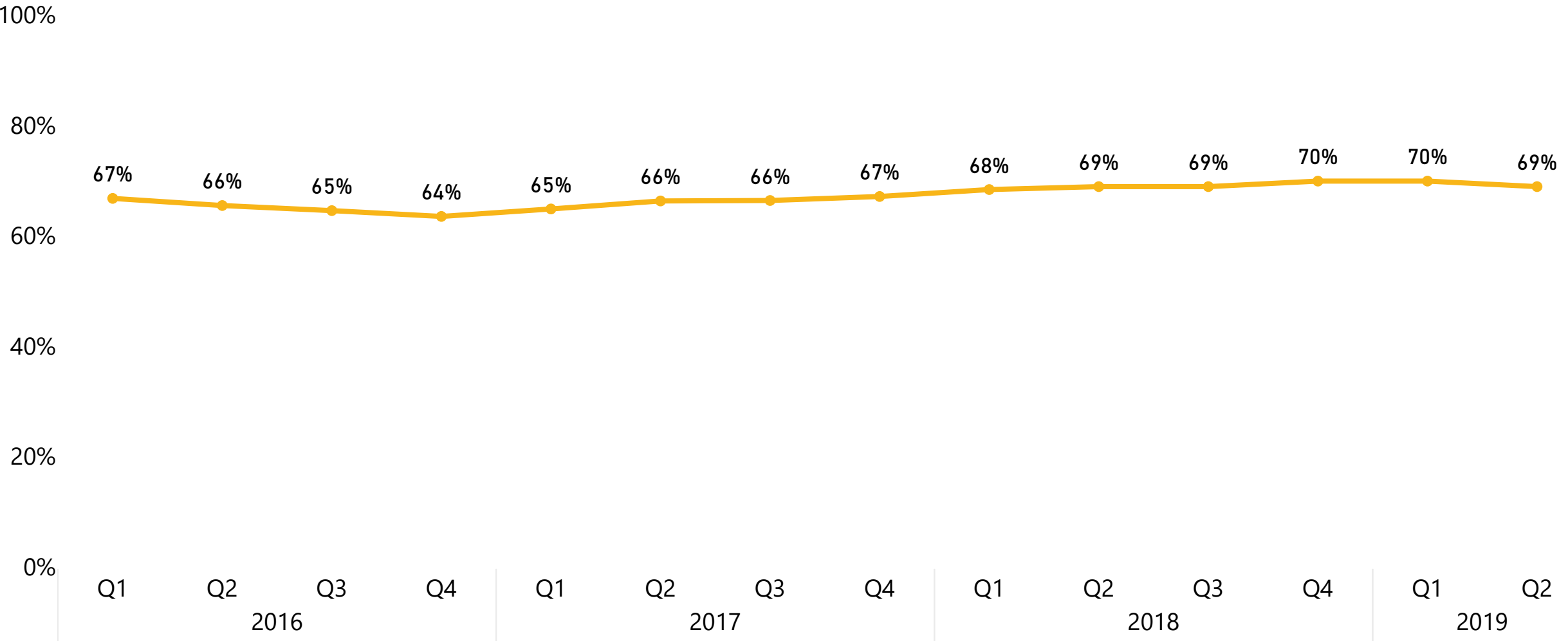
MTA 5.1: CharmPass Daily Purchases - *Tim Nizer*

Chart MTA 5.1B: CharmPass Daily Purchases



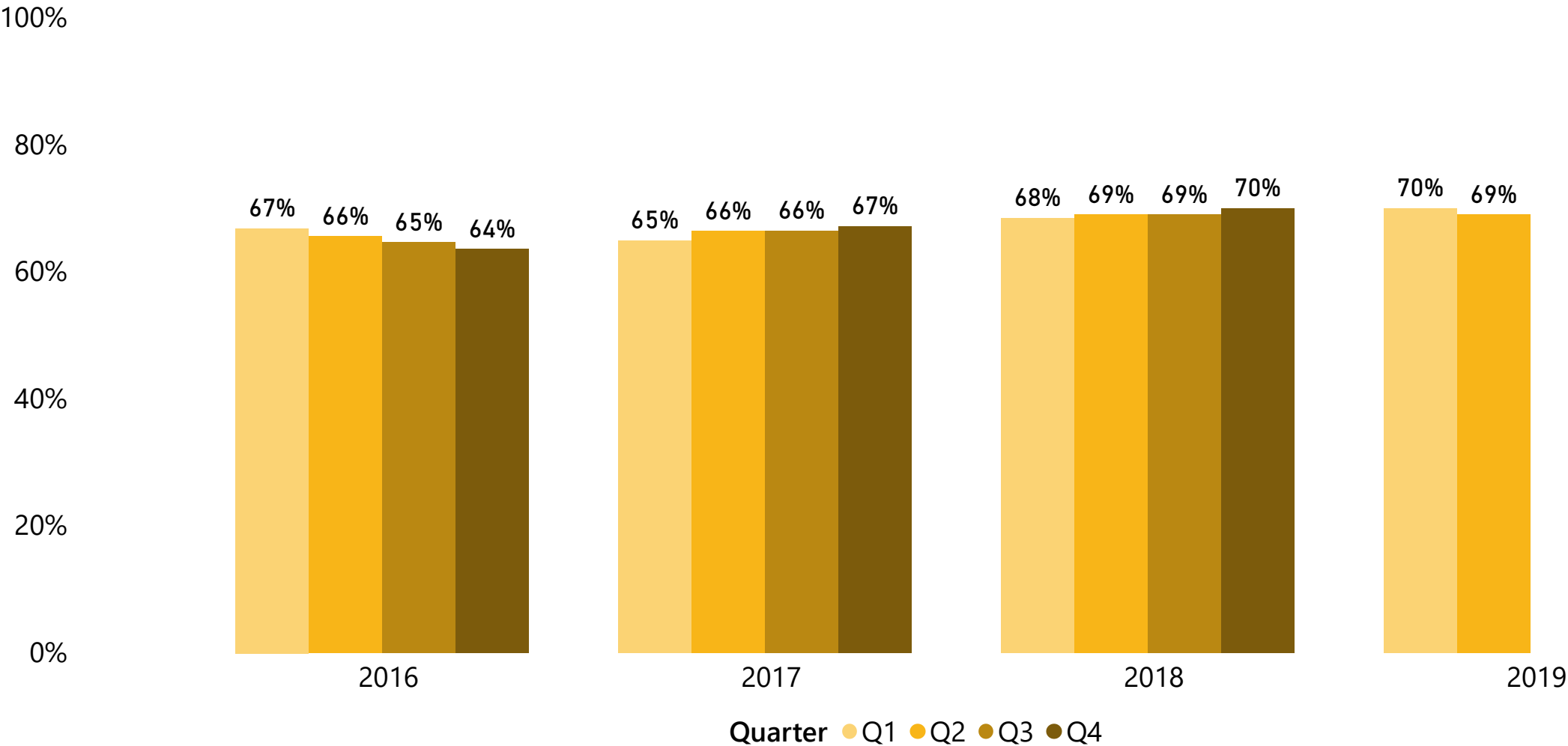
MDTA 5.1: Percentage of Customers Paying Video Tolls via MDTA Website - *Sam Walters*

Chart MDTA 5.1.1: Percentage of Customers Paying Video Tolls via MDTA Website



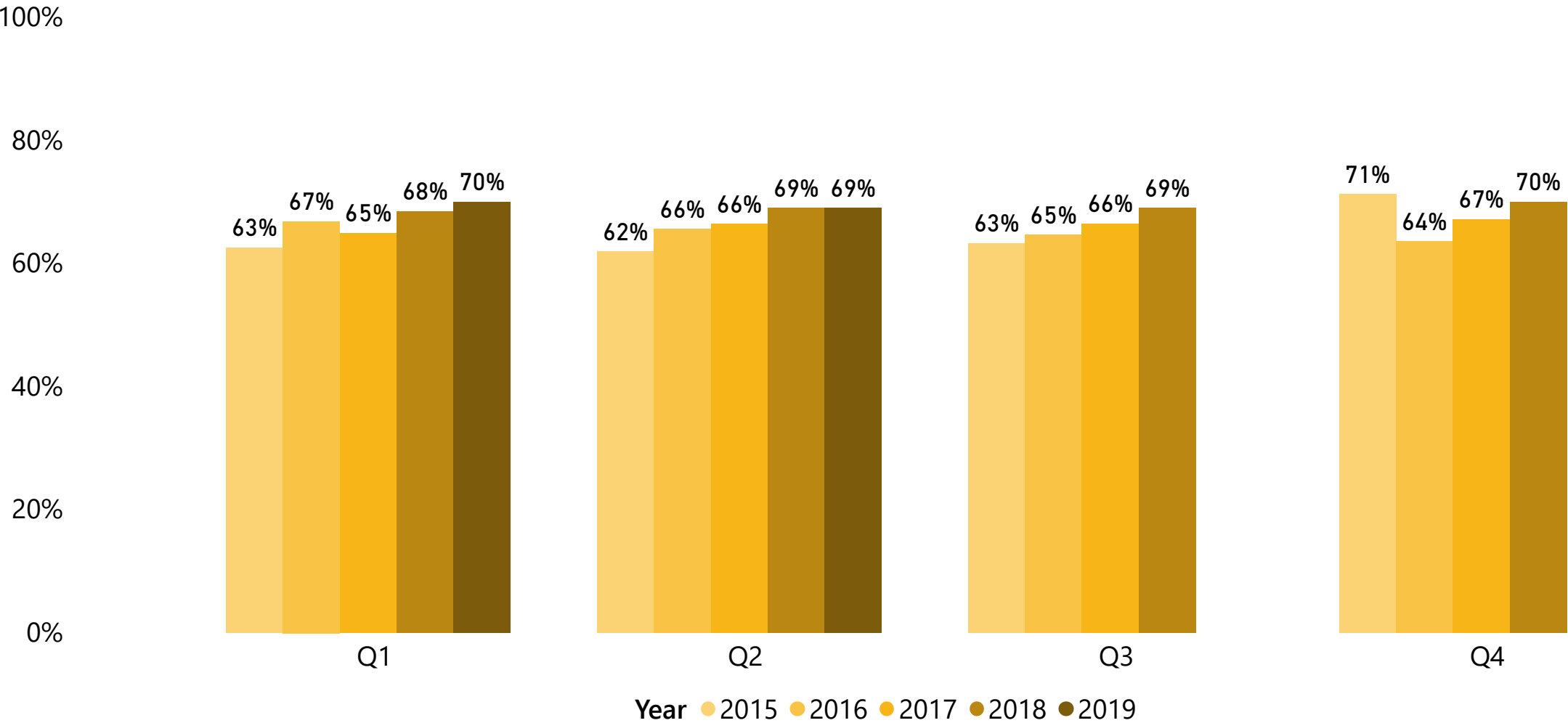
MDTA 5.1: Percentage of Customers Paying Video Tolls via MDTA Website - *Sam Walters*

Chart MDTA 5.1.2: Percentage of Customers Paying Video Tolls via MDTA Website



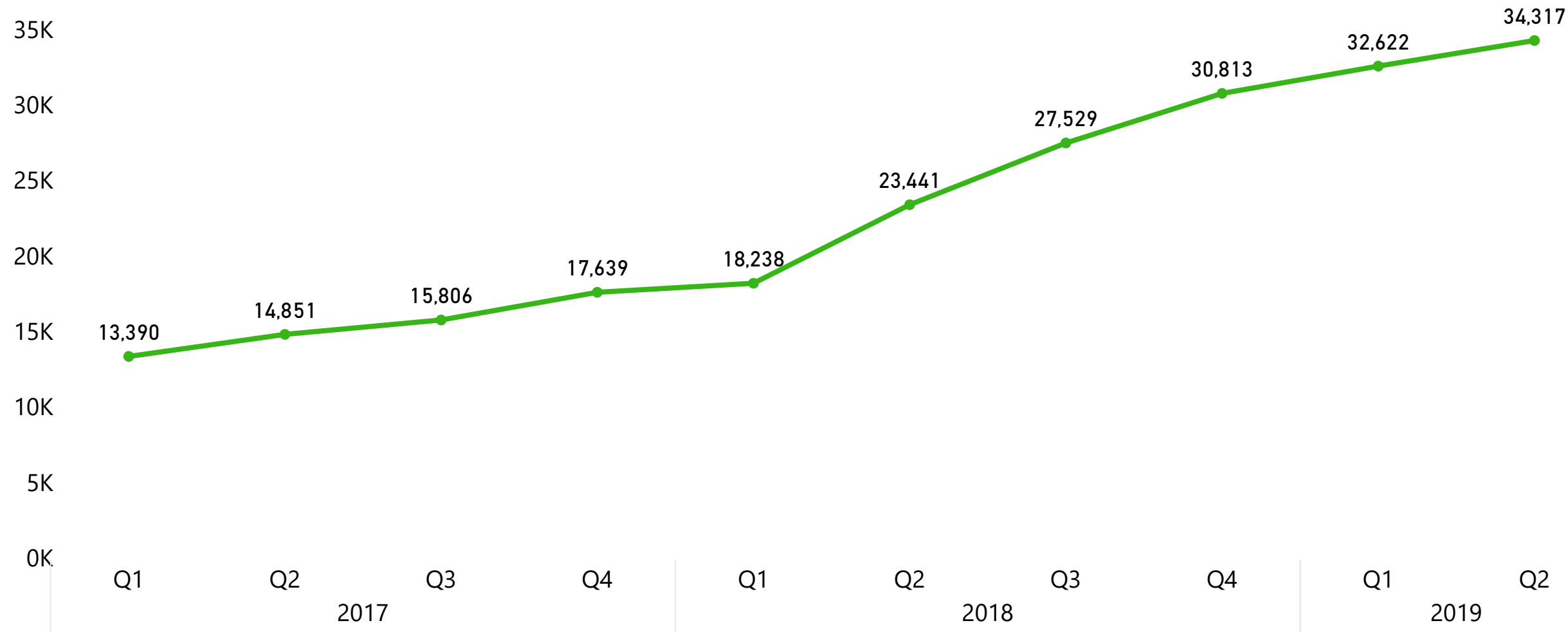
MDTA 5.1: Percentage of Customers Paying Video Tolls via MDTA Website - *Sam Walters*

Chart MDTA 5.1.2: Percentage of Customers Paying Video Tolls via MDTA Website



MTA 5.2: Transit App Users - Cole Greene

Chart MTA 5.2: Average Daily Transit App Users





PRESENTING:

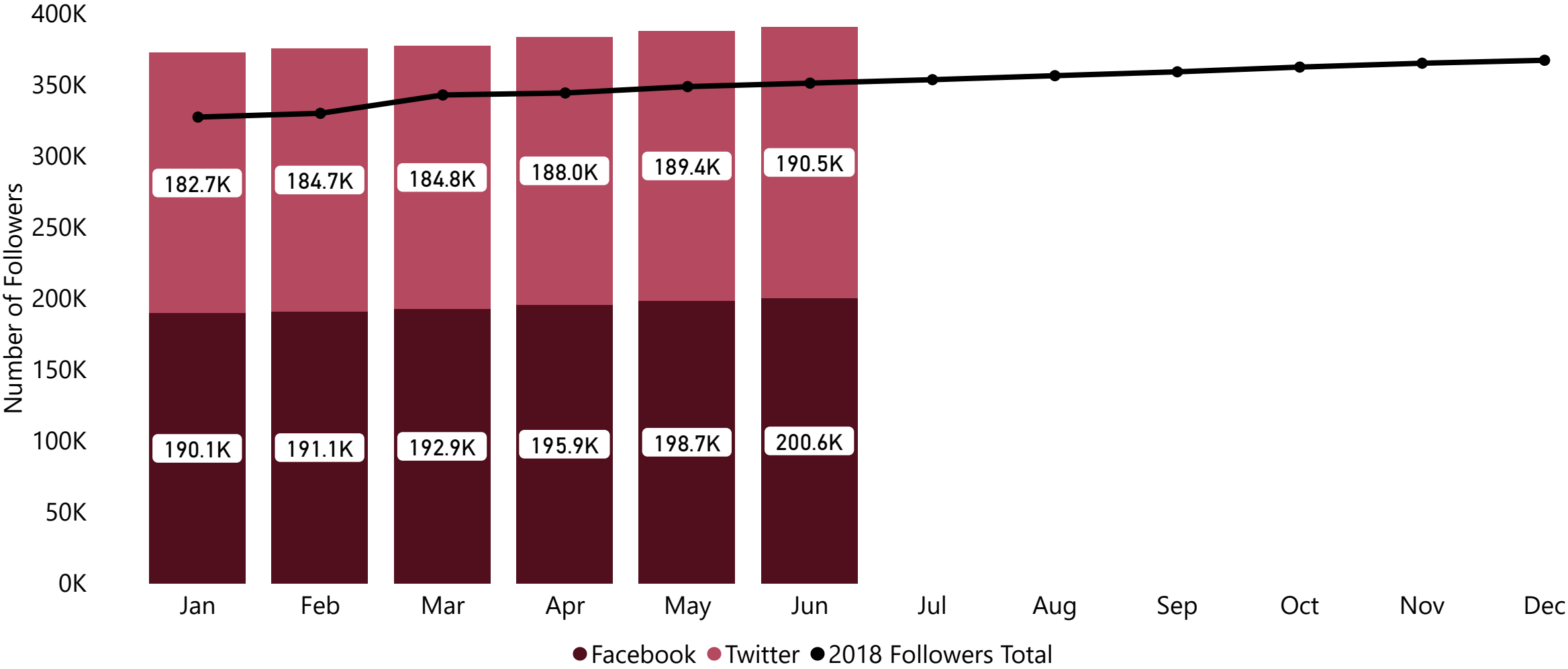
COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

TANGIBLE RESULT #6

TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.1: Social Reach - *Kat Cahill*

Chart 6.1A.1: Total MDOT Social Media Followers

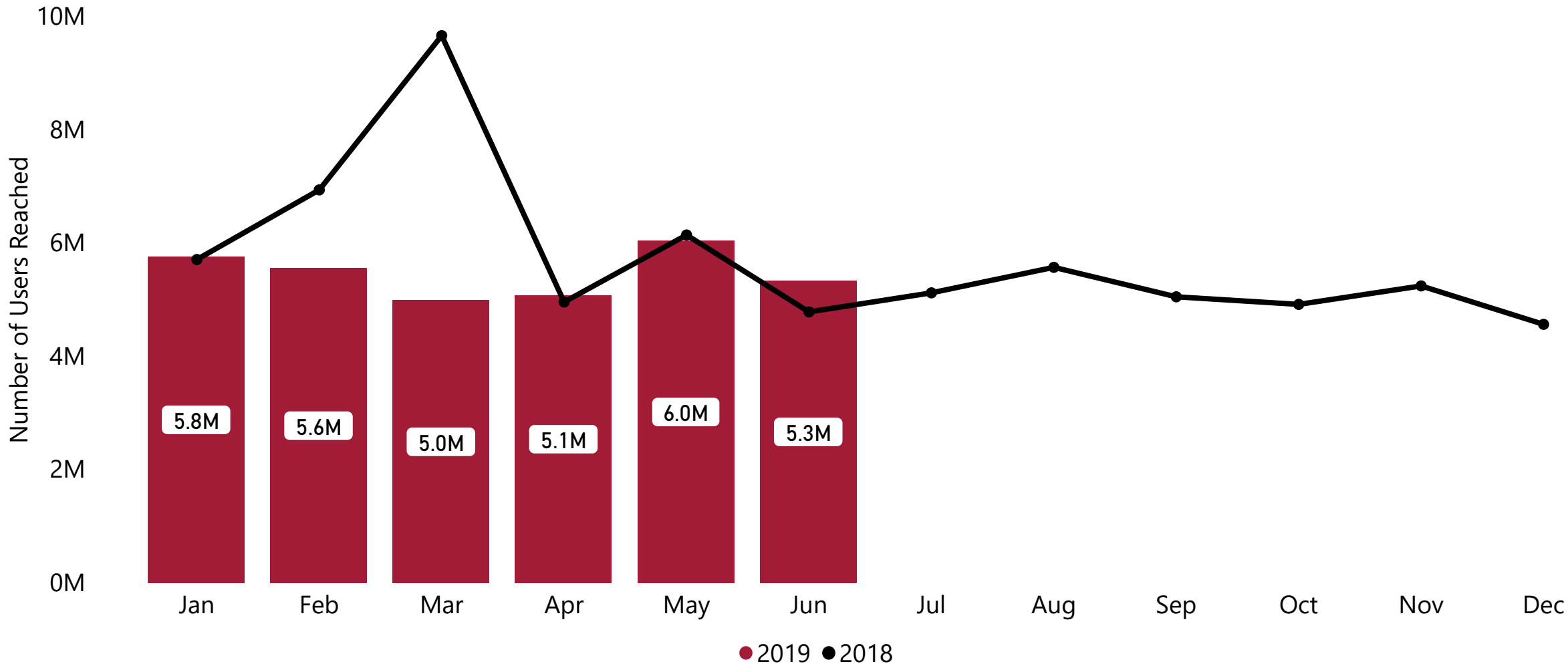




TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.1: Social Reach - *Kat Cahill*

Chart 6.1A.2: Total MDOT Social Media Reach

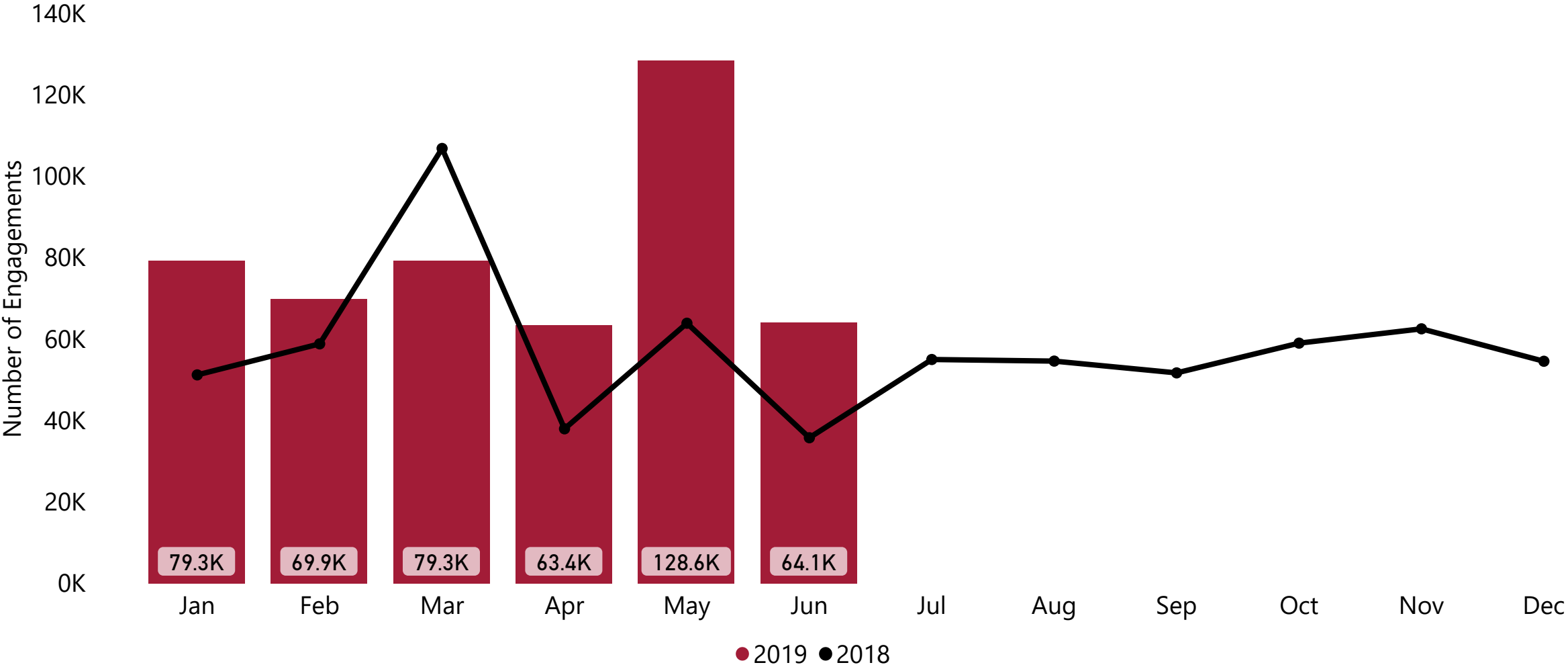




TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.1: Social Engagement - *Charles Schelle*

Chart 6.1B.1: Total MDOT Social Media Engagements





TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.2: Satisfaction with Communication at Public Meetings - *Juan Torrico*

MDOT Total Surveys, MDOT Total Attendees, MDOT Number of Meetings and Response Rate by Year

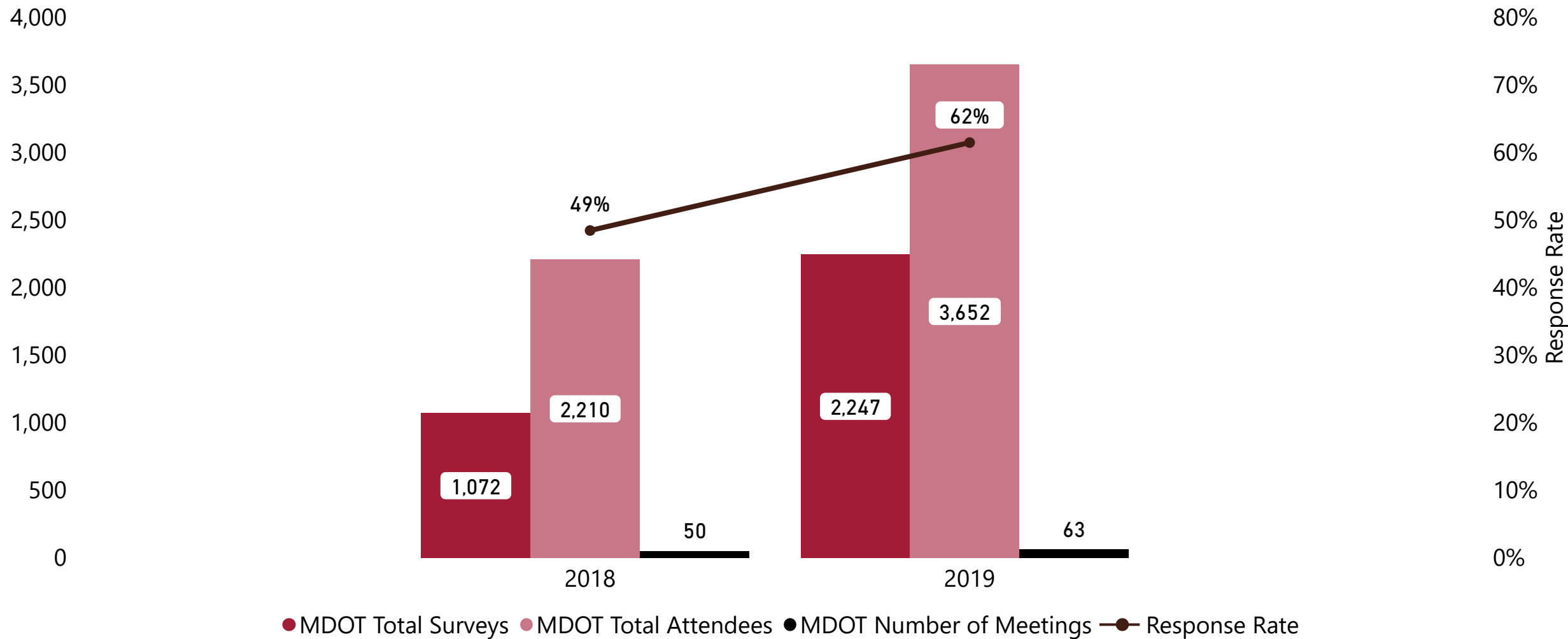
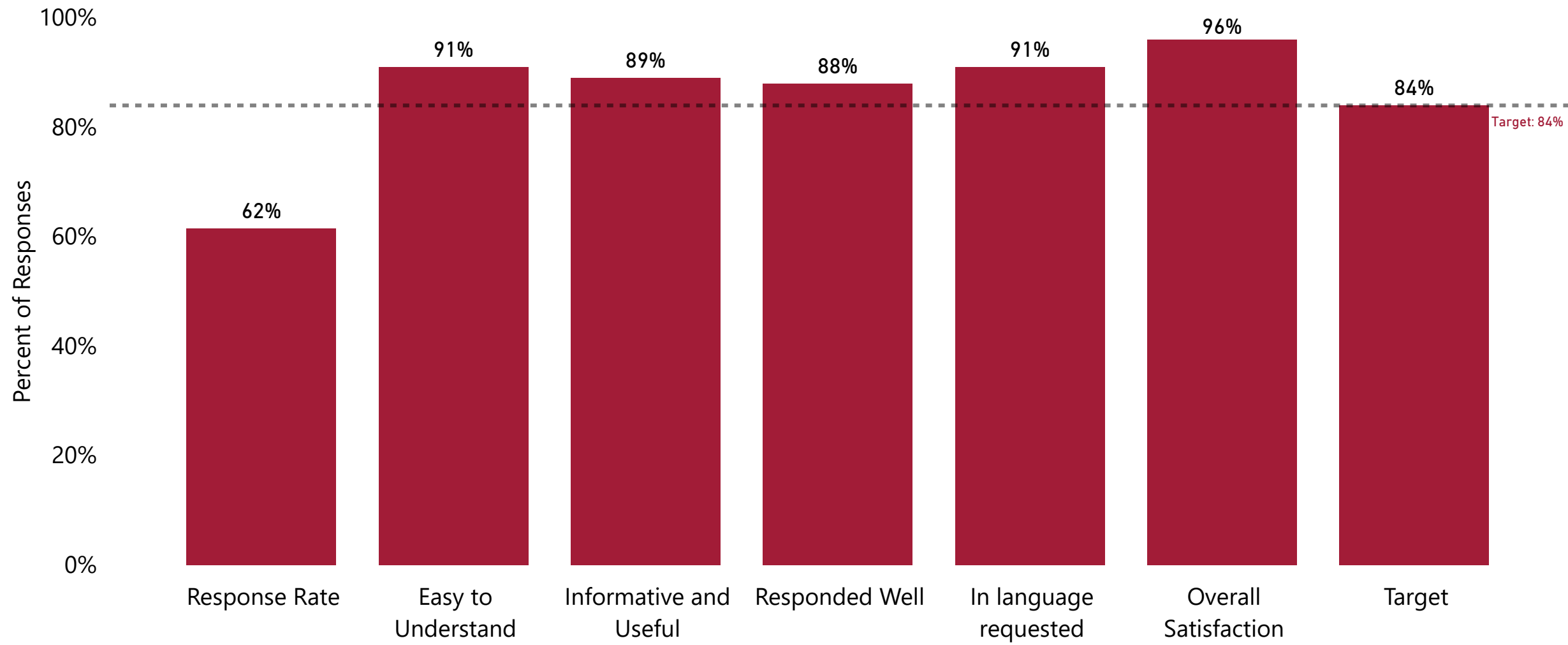




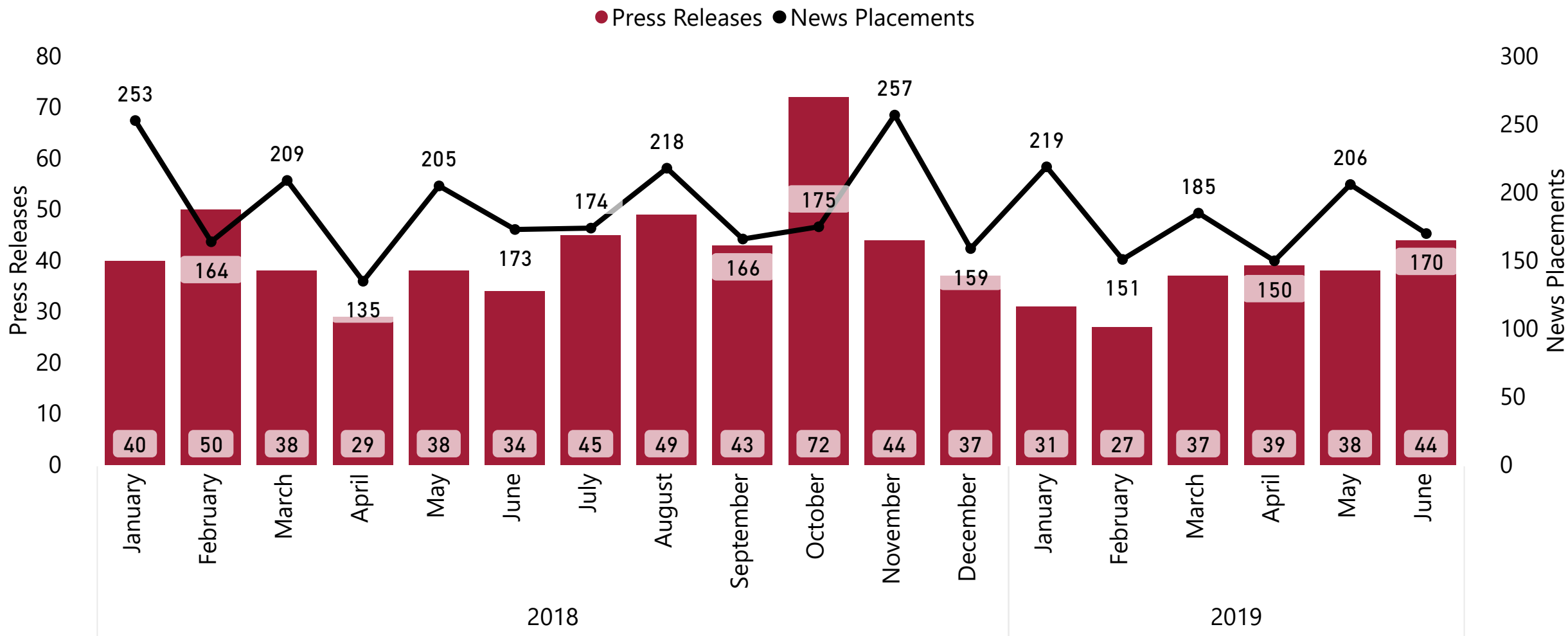
Chart 6.2.2: Overall MDOT Customer Satisfaction and Response Rate at Public Meetings - Q2 2019





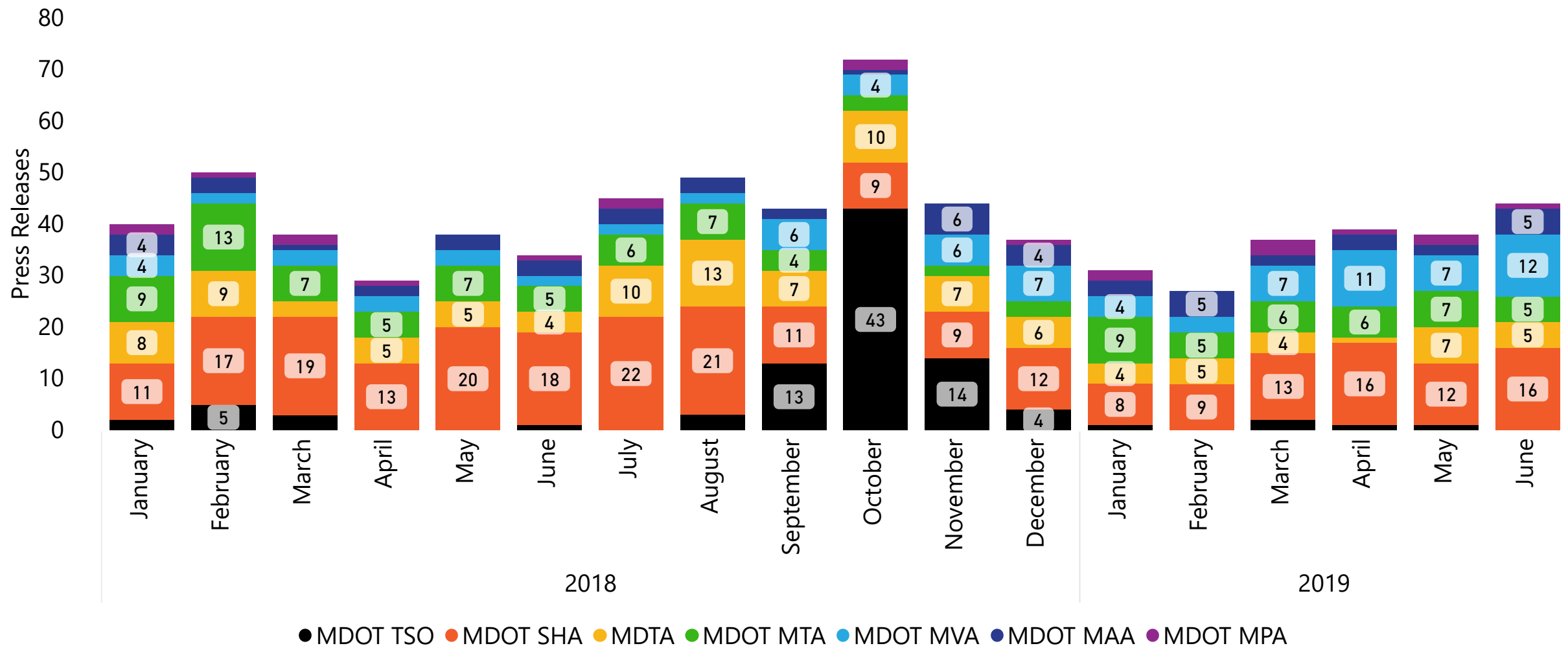
PM#6.3a: Number of News Stories Generated from Major Releases - *Jonathan Dean*

Chart 6.3A.1: MDOT Press Releases and News Placements



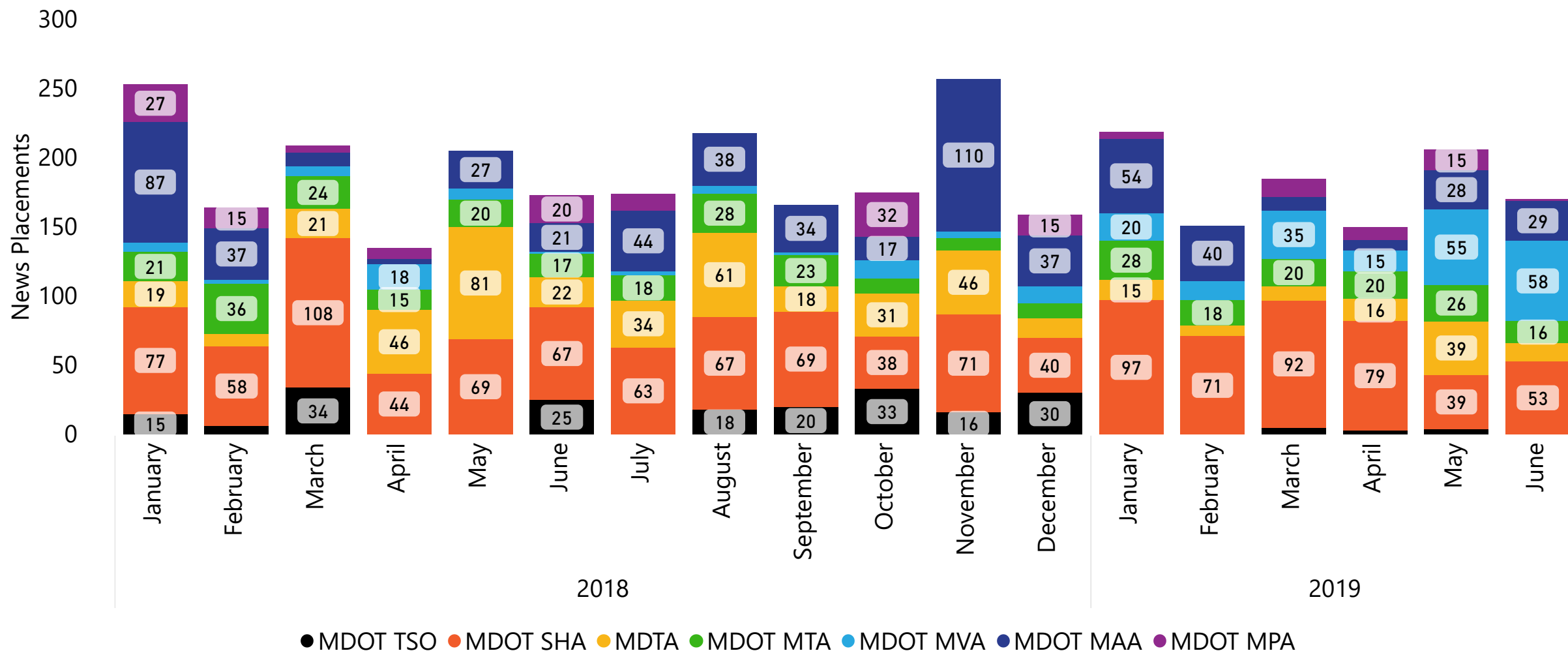
PM#6.3a: Number of News Stories Generated from Major Releases - *Jonathan Dean*

Chart 6.3A.2: Press Releases by TBU



PM#6.3a: Number of News Stories Generated from Major Releases - *Jonathan Dean*

Chart 6.3A.3: Number of News Placements by TBU





PM#6.3b: Earned Media Value of Print and Broadcast Coverage Generated by News Releases - *Charlie Gischlar*

Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide

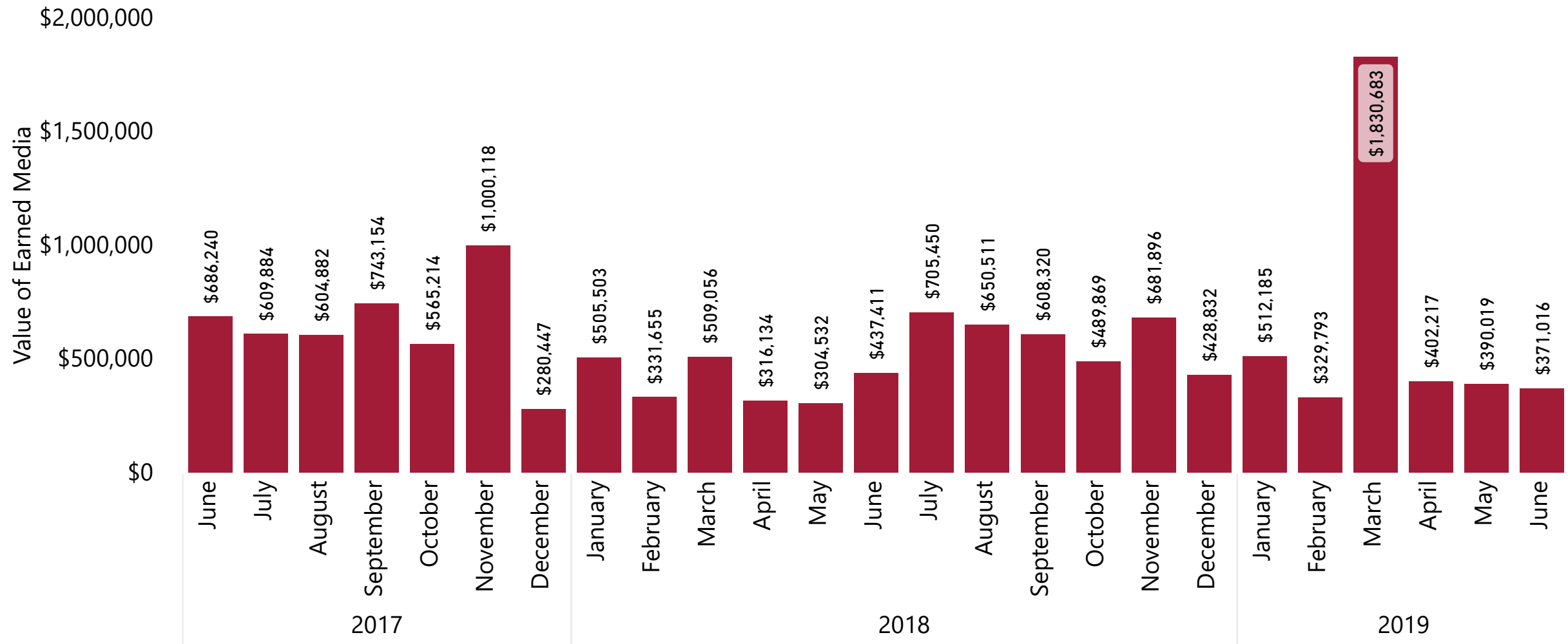




Chart 6.3B.1: Earned Media Value of Print and Broadcast Coverage Generated by News Releases MDOT-Wide

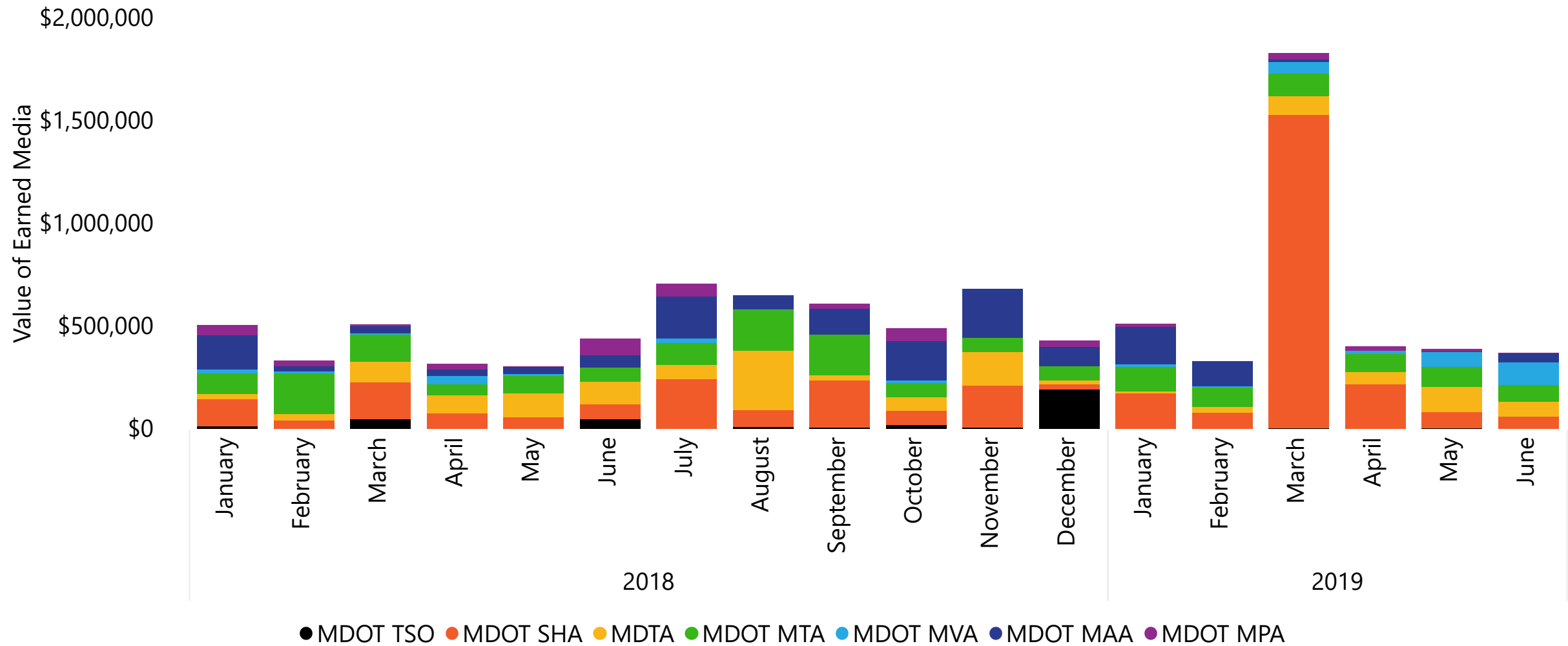




Chart 6.3C.1: News Tone MDOT-Wide for April 2018 - June 2019

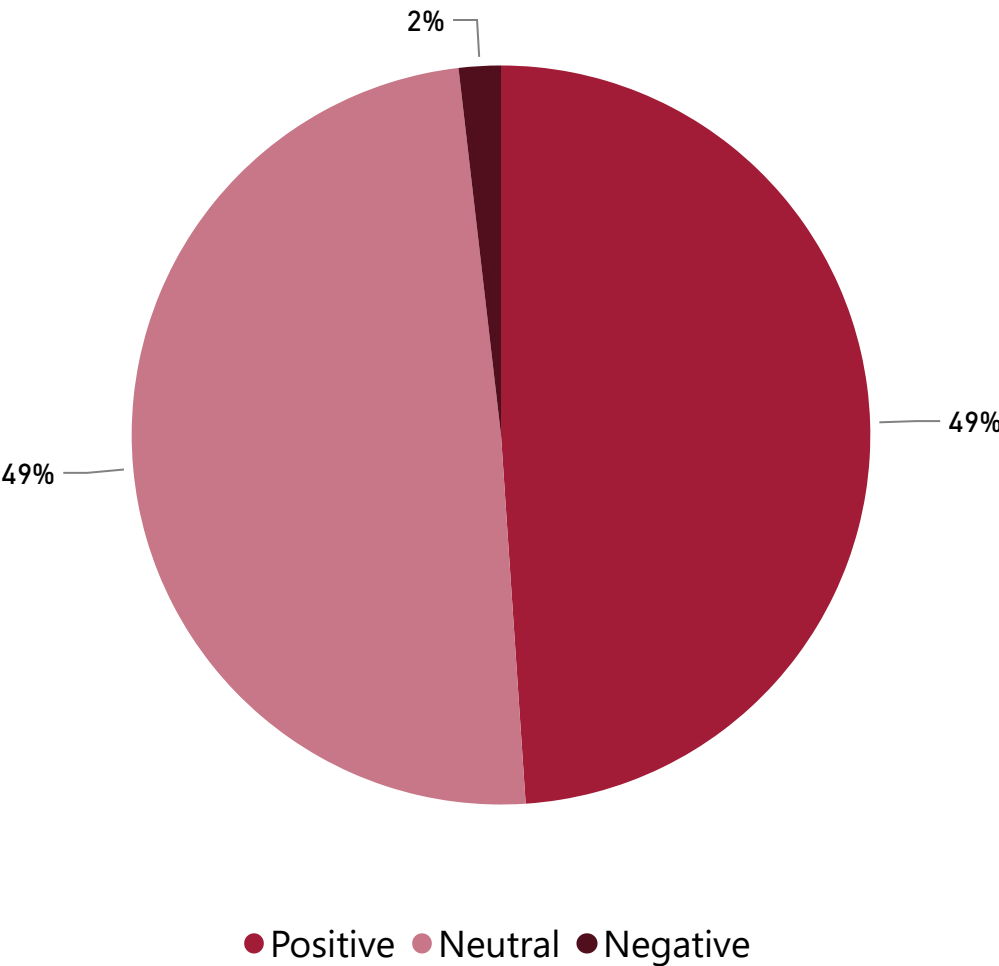




Chart 6.3C.1: News Tone for MDOT TSO

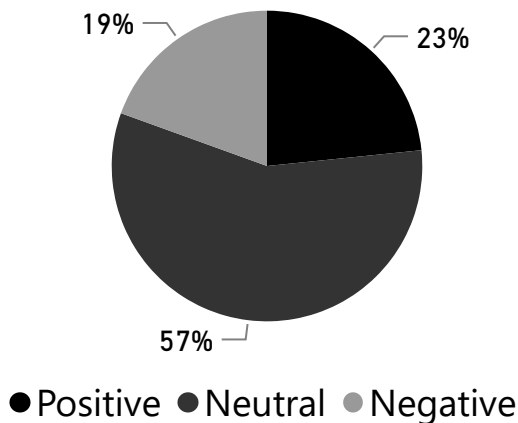


Chart 6.3C.1: News Tone for MDOT SHA

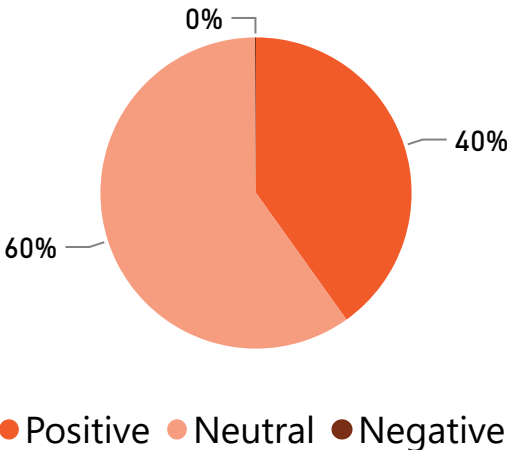


Chart 6.3C.1: News Tone for MDTA

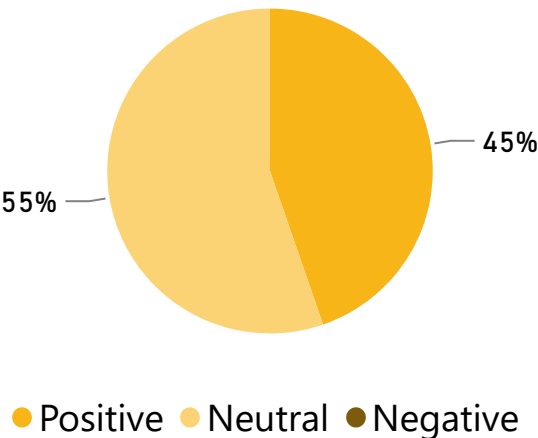


Chart 6.3C.1: News Tone for MDOT MTA

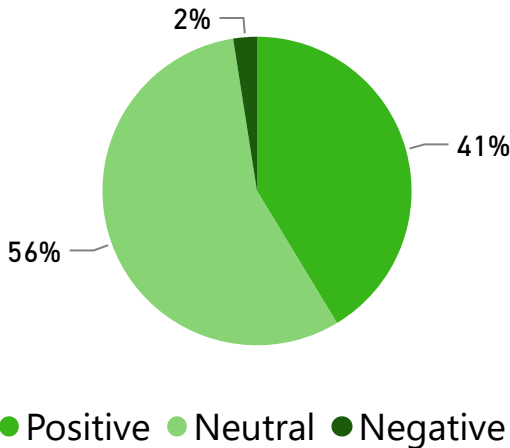




Chart 6.3C.1: News Tone for MDOT MVA

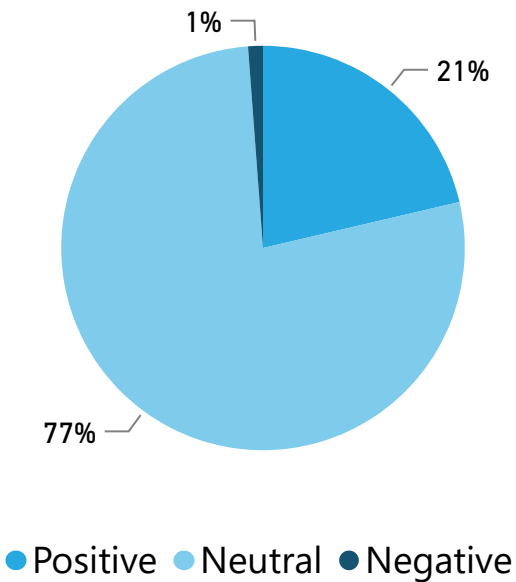


Chart 6.3C.1: News Tone for MDOT MAA

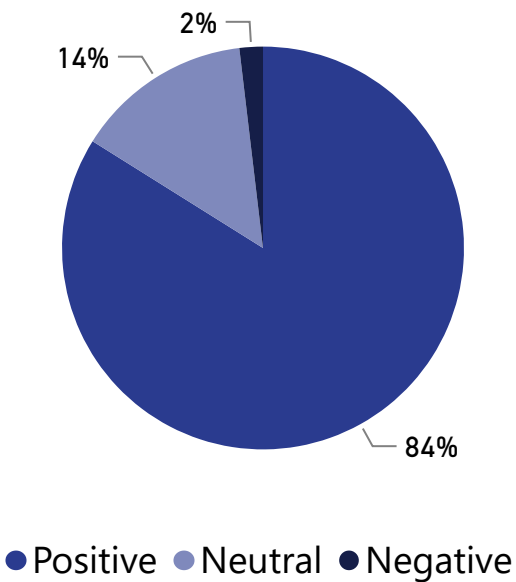


Chart 6.3C.1: News Tone for MDOT MPA

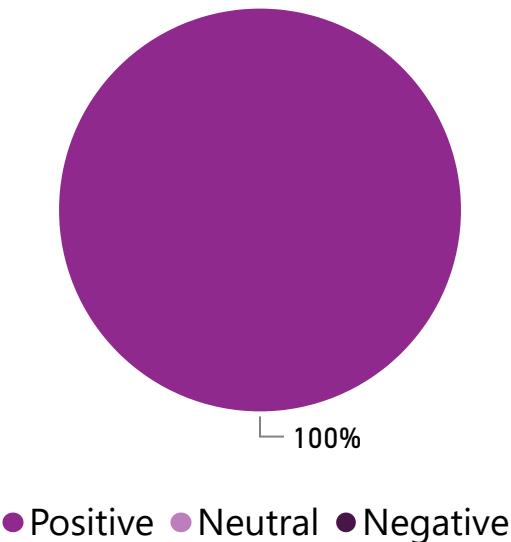




Chart 6.4A.1A: Reach of Proactive Pickups for Q1 2019

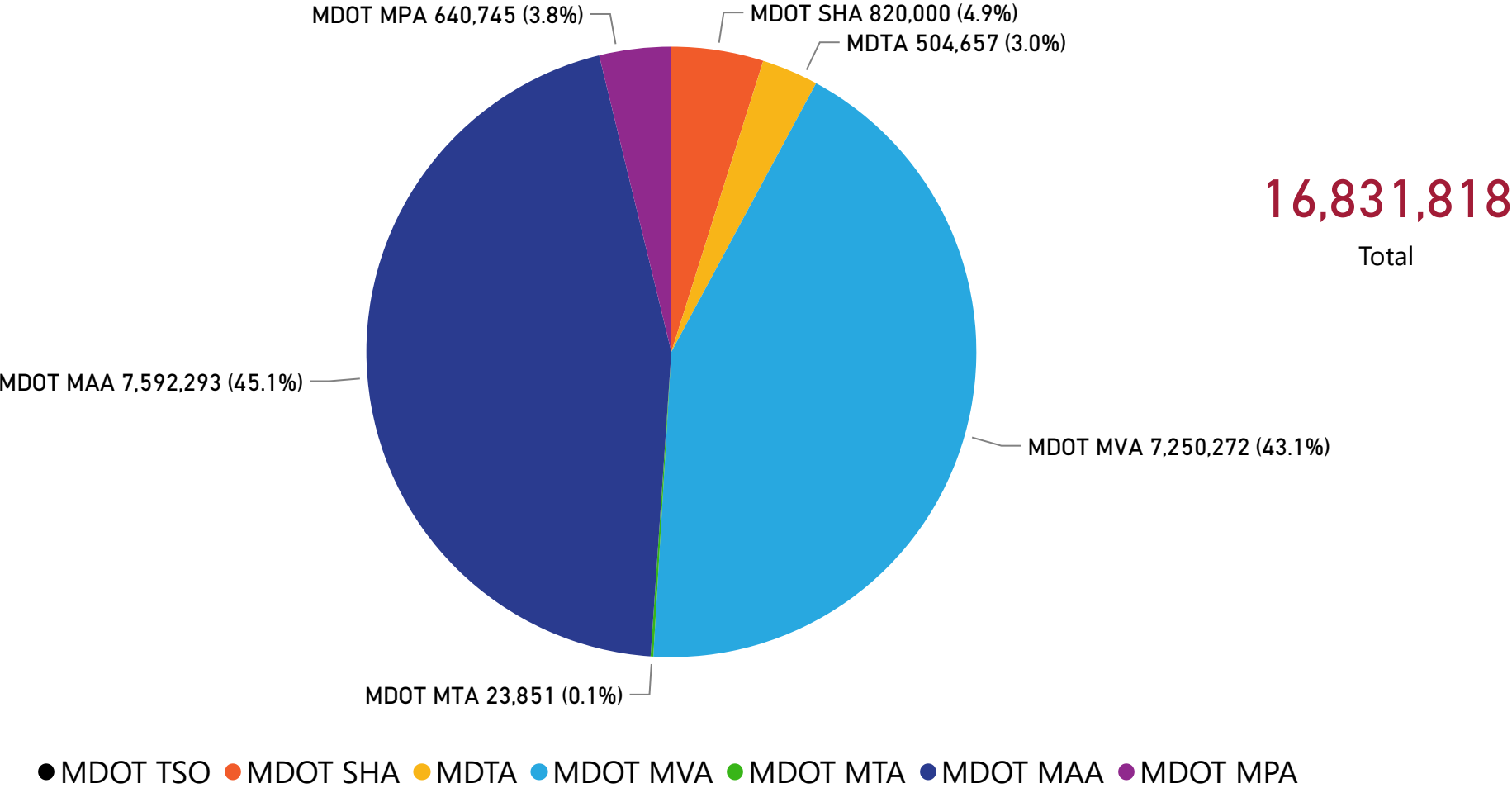




Chart 6.4A.1B: Reach of Proactive Pickups for Q2 2019

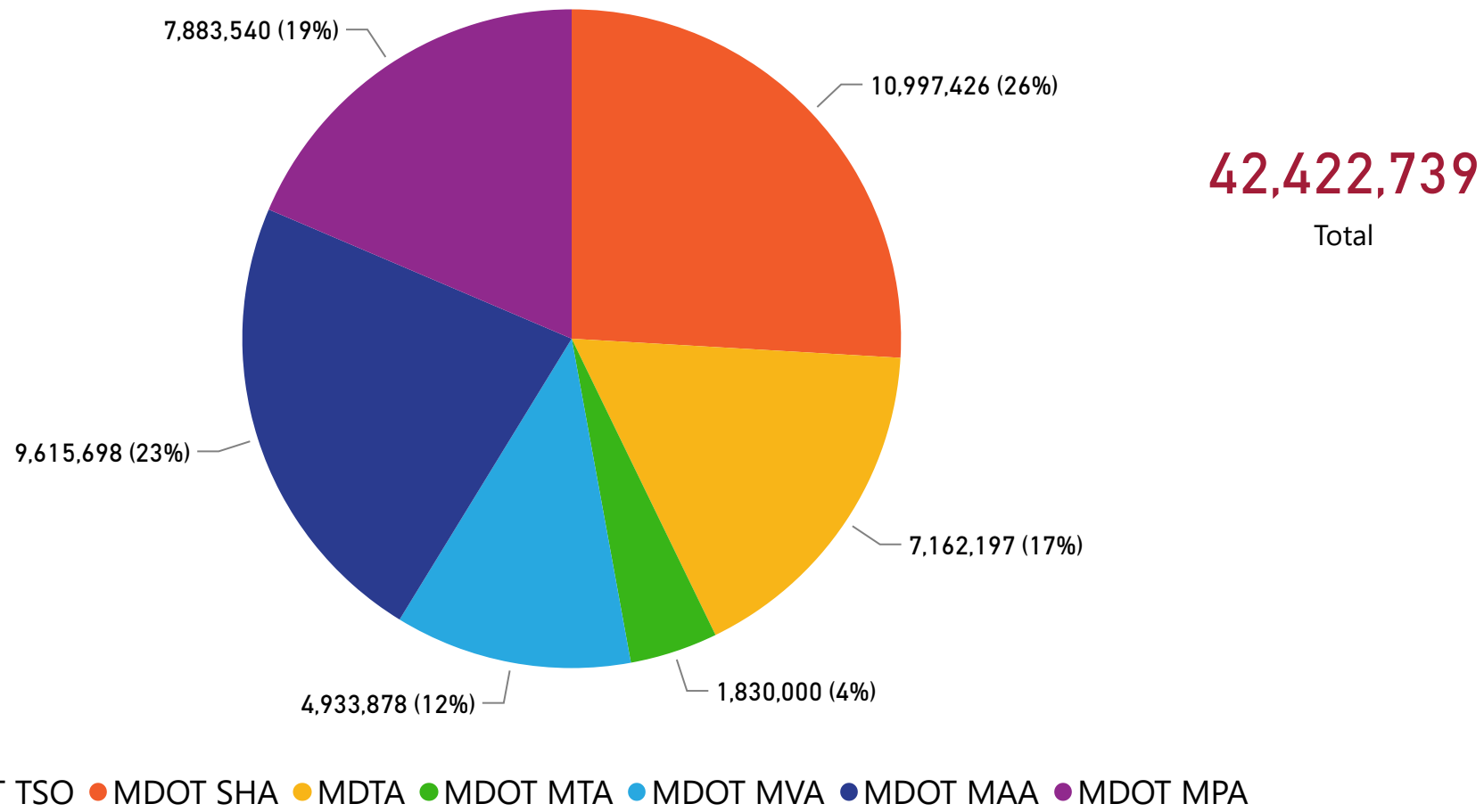




Chart 6.4A.2A: Type of Media that Picked Up Proactive Stories for Q1 2019

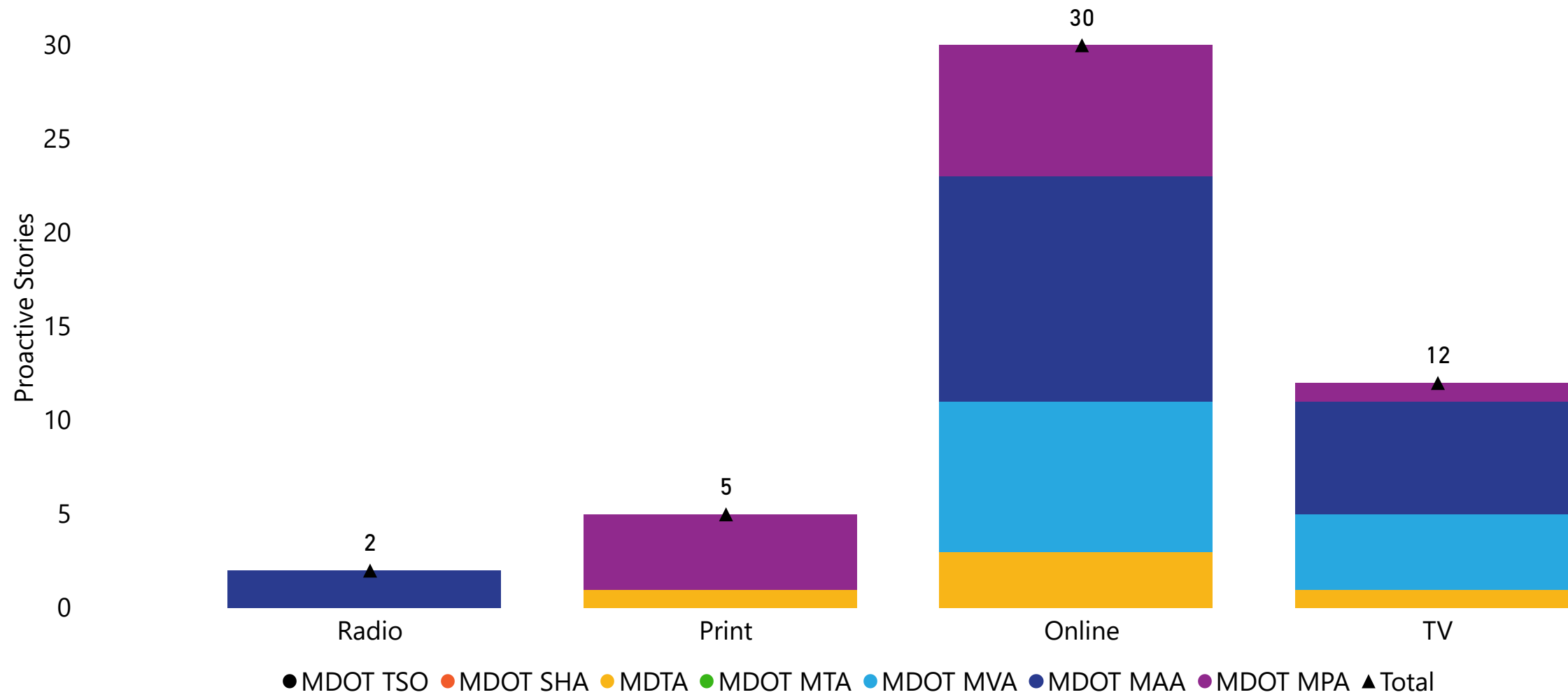




Chart 6.4A.2B: Type of Media that Picked Up Proactive Stories for Q2 2019

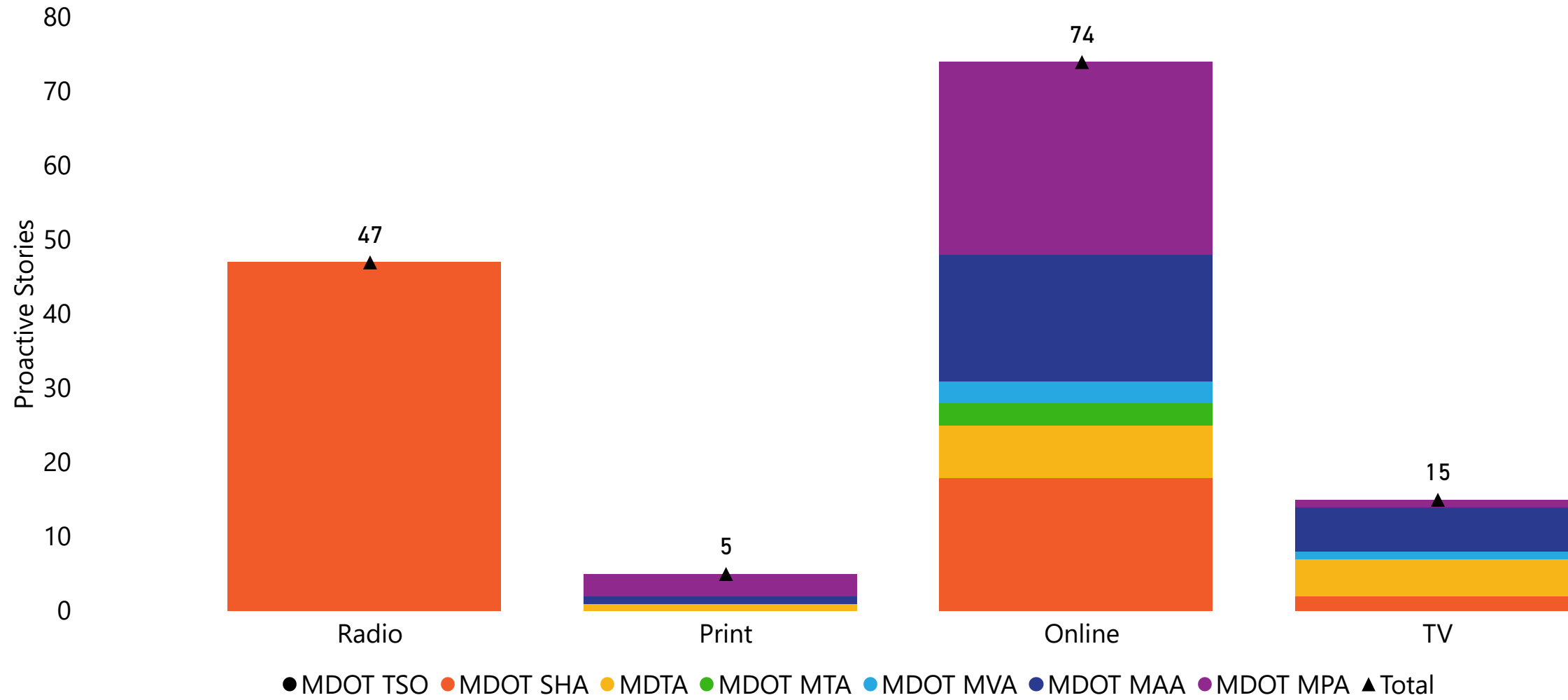
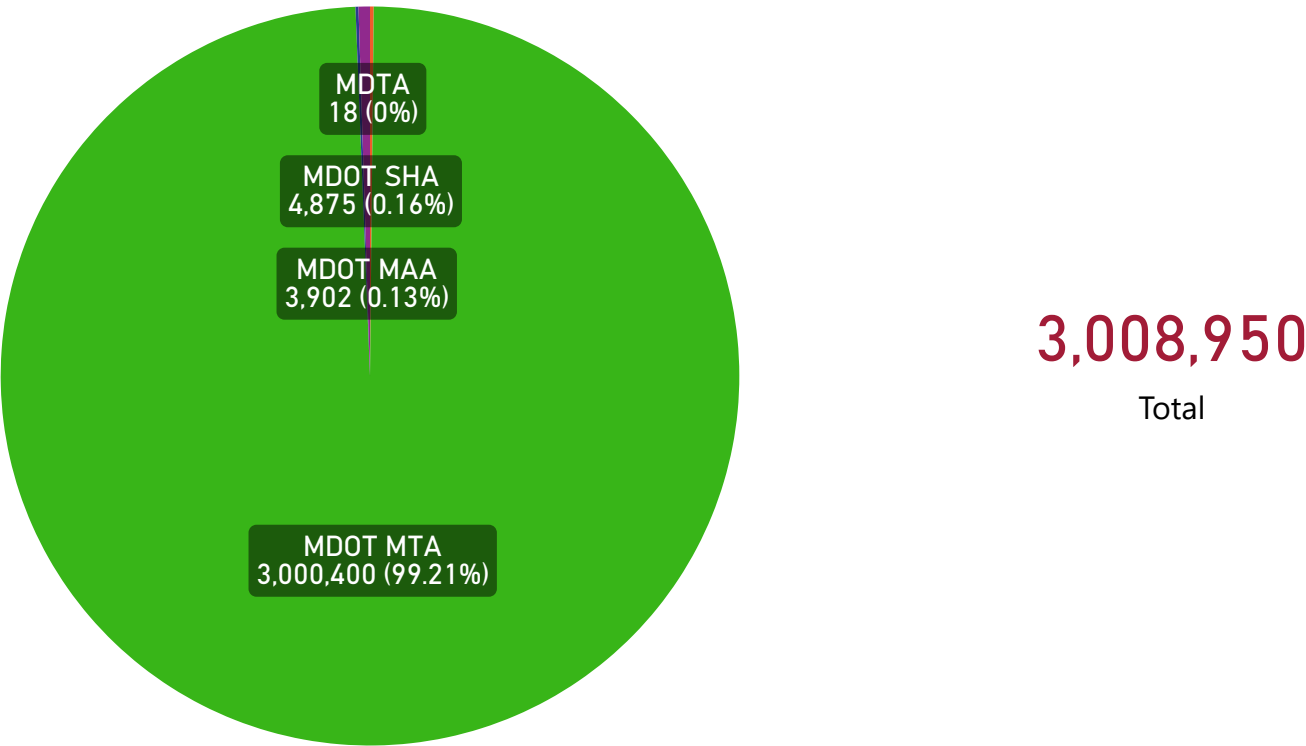




Chart 6.4B.1A: Reach for MDOT Produced Proactive Content for Q1 2019



● MDOT TSO ● MDOT SHA ● MDTA ● MDOT MTA ● MDOT MVA ● MDOT MAA ● MDOT MPA



Chart 6.4B.1B: Reach for MDOT Produced Proactive Content for Q2 2019

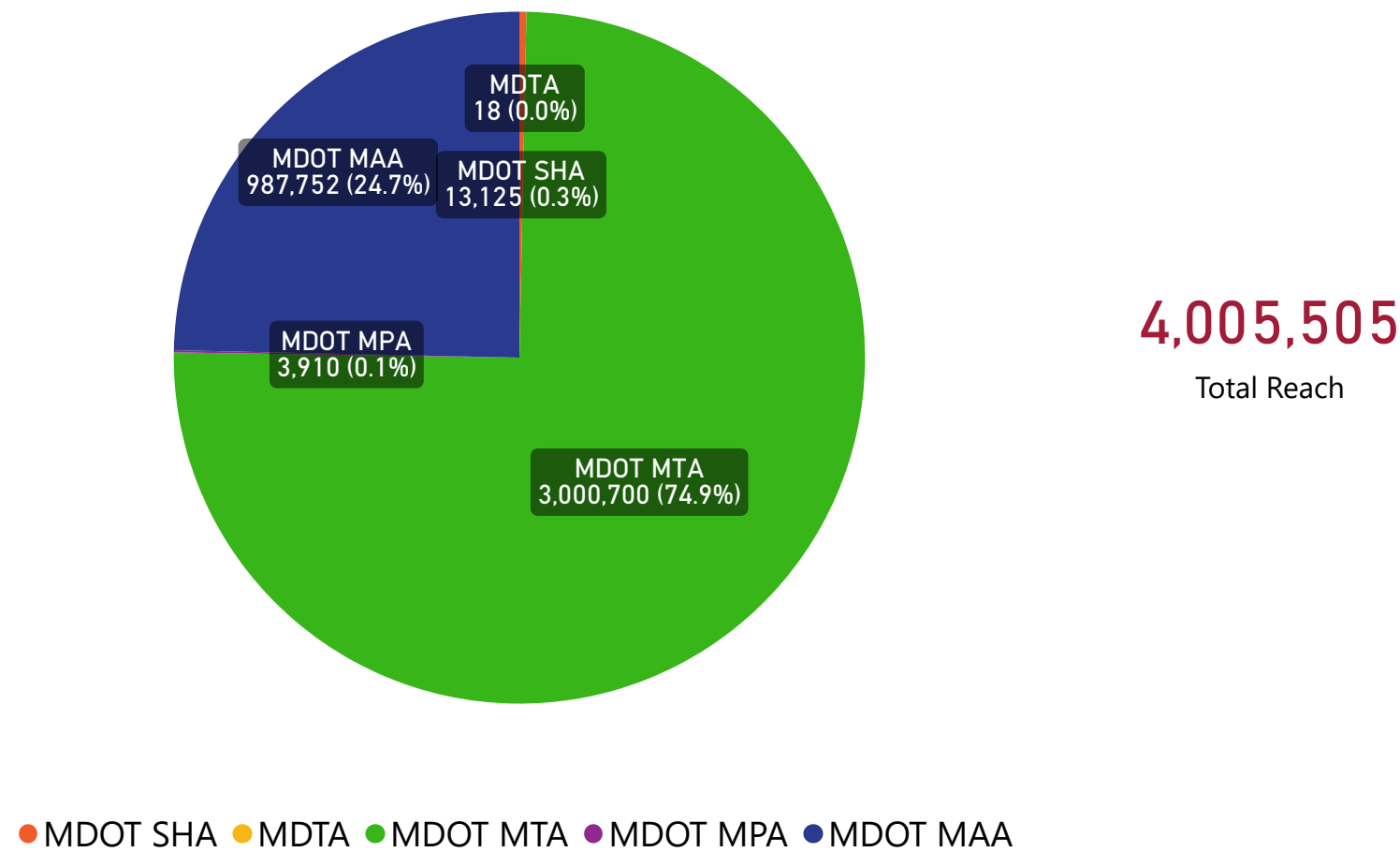




Chart 6.4B.2A: Type of MDOT Produced Proactive Content for Q1 2019

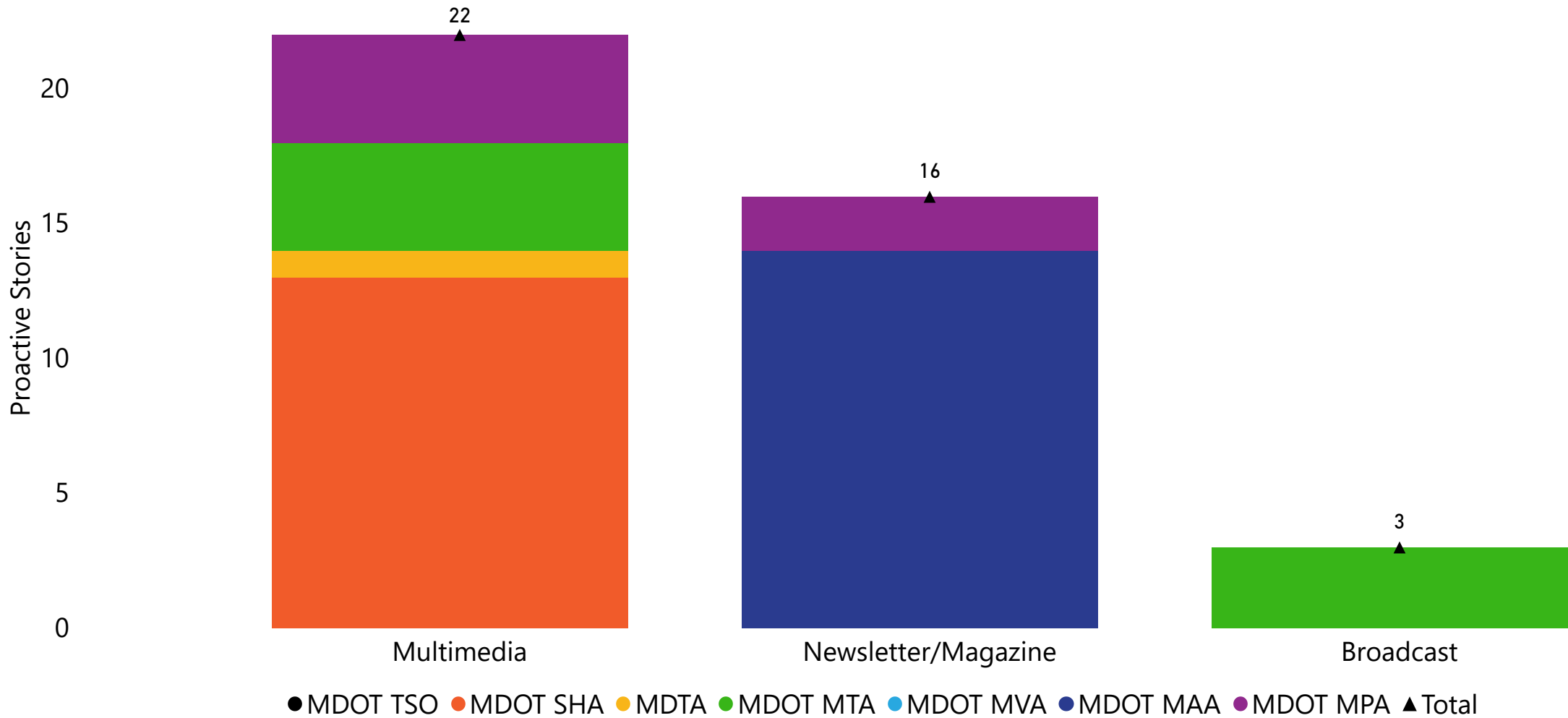




Chart 6.4B.2B: Type of MDOT Produced Proactive Content for Q2 2019

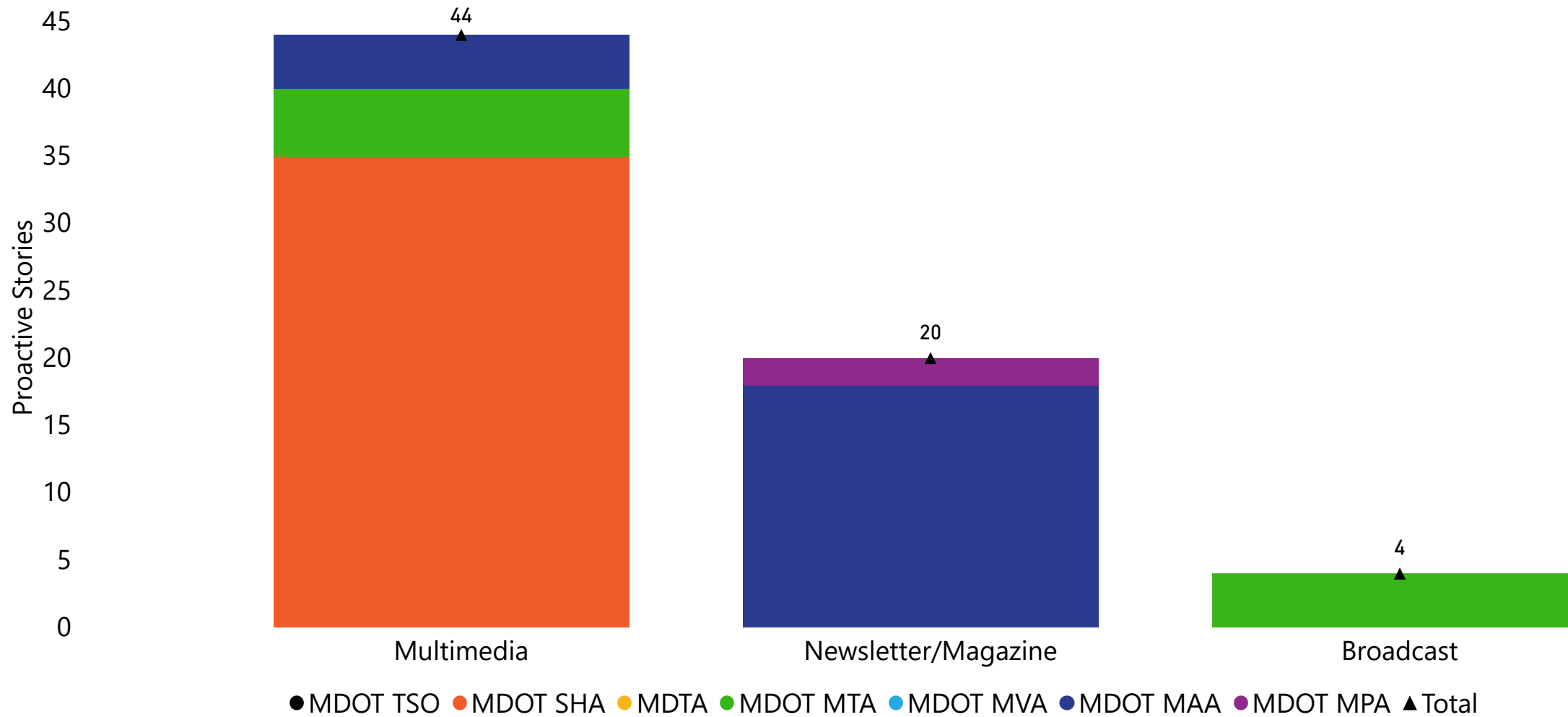




Chart 6.4C.1: Reach of Proactive Posts on Social Media for Q1 2019

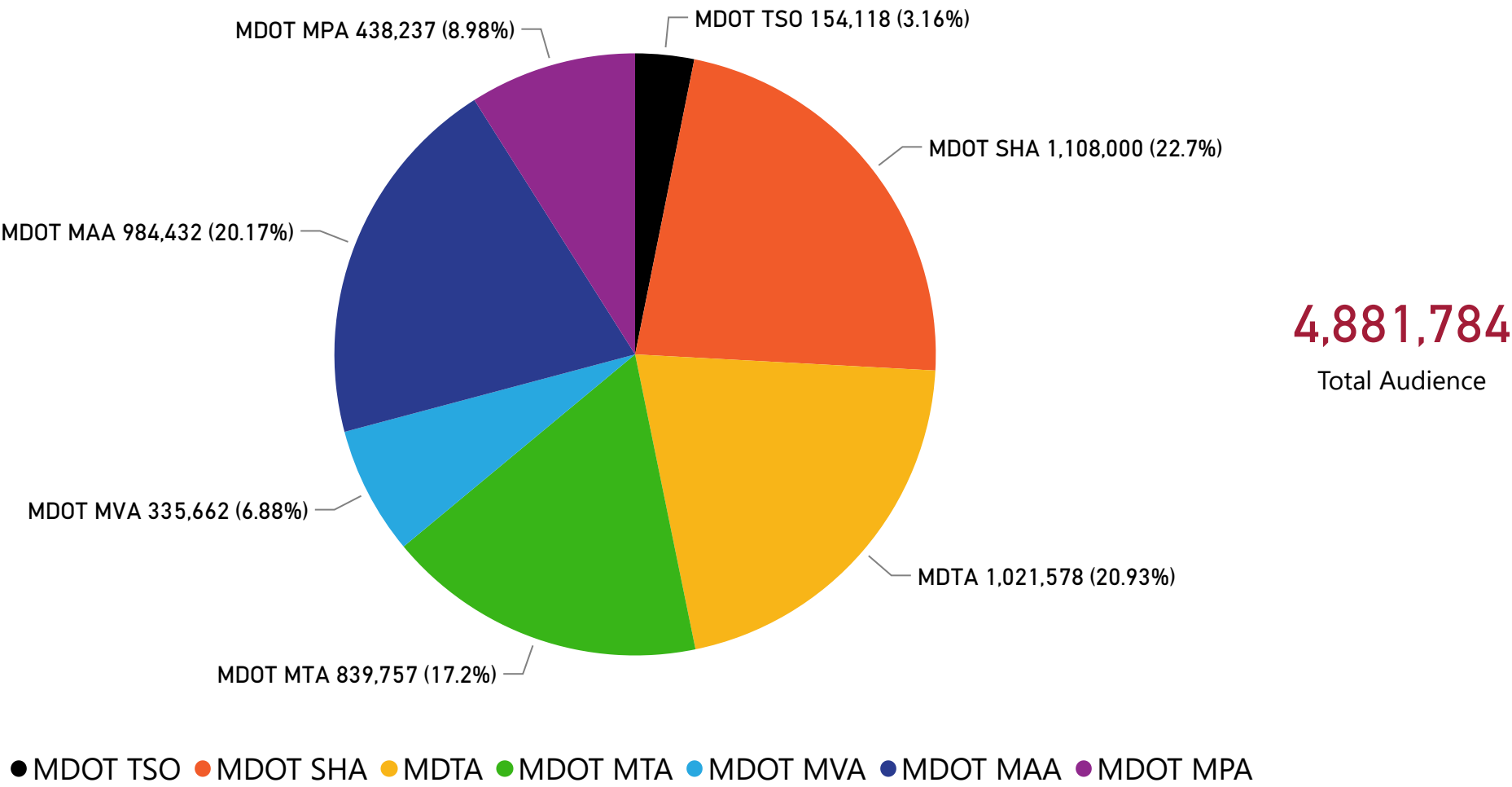




Chart 6.4C.2: Reach of Proactive Posts on Social Media for Q2 2019

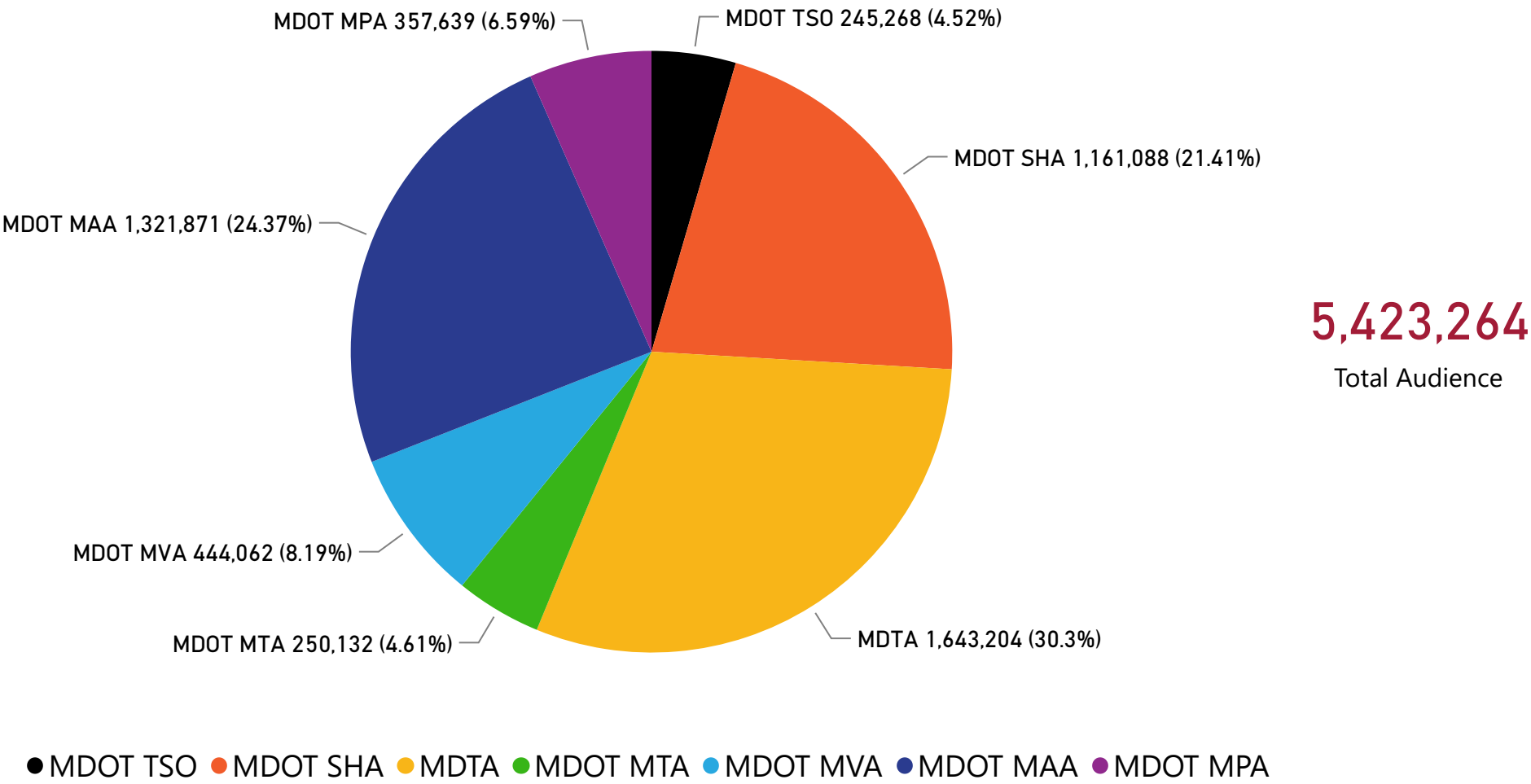




Chart 6.4D.1A: Engagement with Proactive Posts for Q1 2019

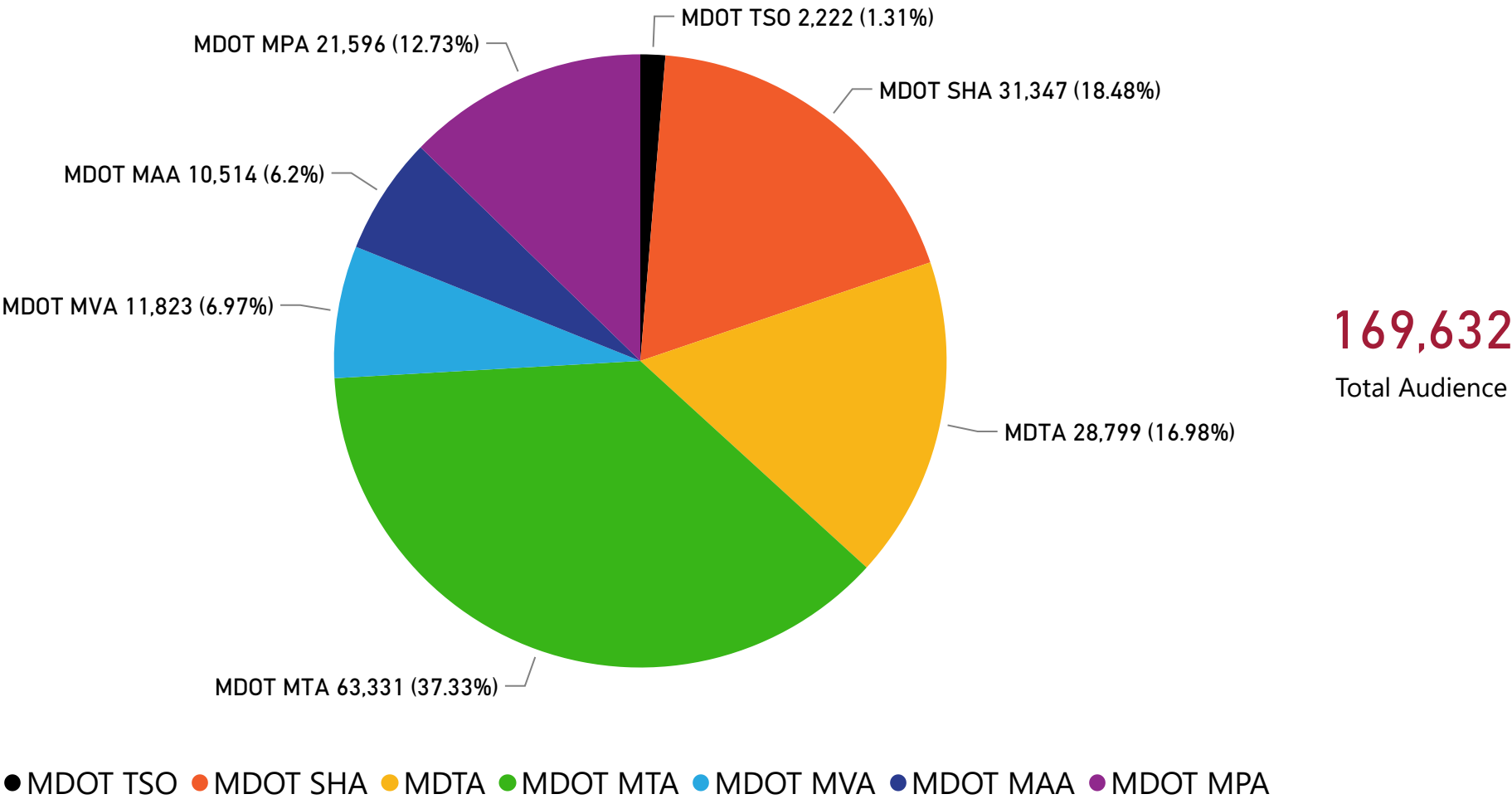
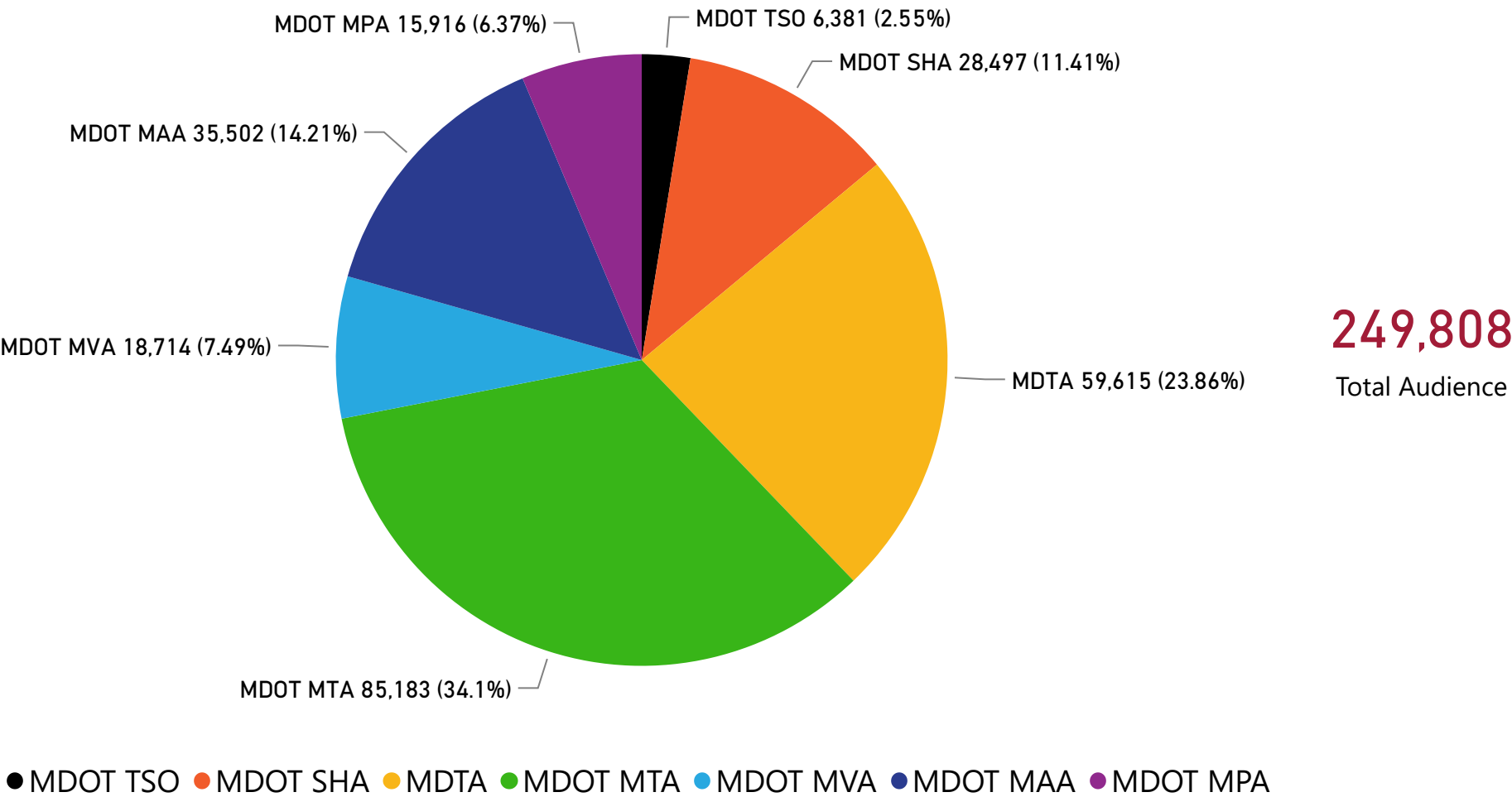




Chart 6.4D.1B: Engagement with Proactive Posts for Q2 2019

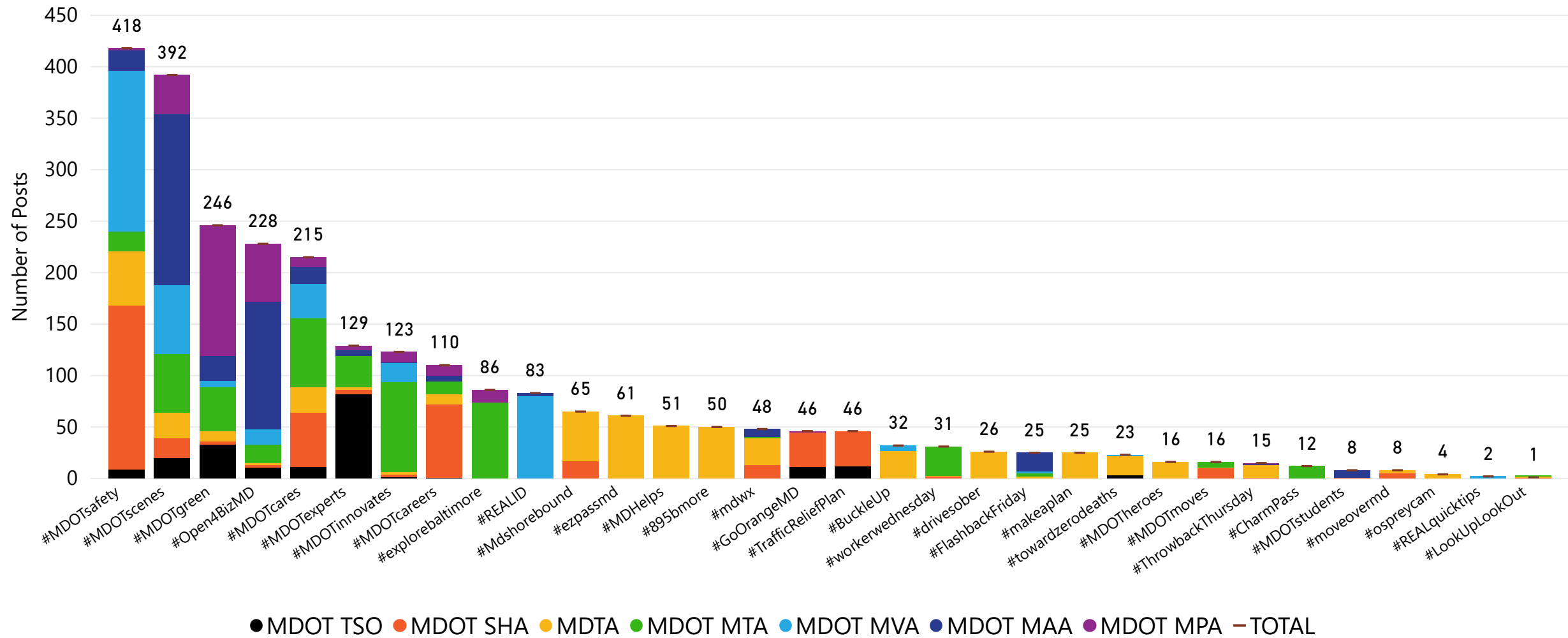




TR#6: COMMUNICATE EFFECTIVELY WITH OUR CUSTOMERS

PM#6.4: Proactive Media - Teri Winslow

Chart 6.4E: Campaign Totals for Q2 2019





PRESENTING:

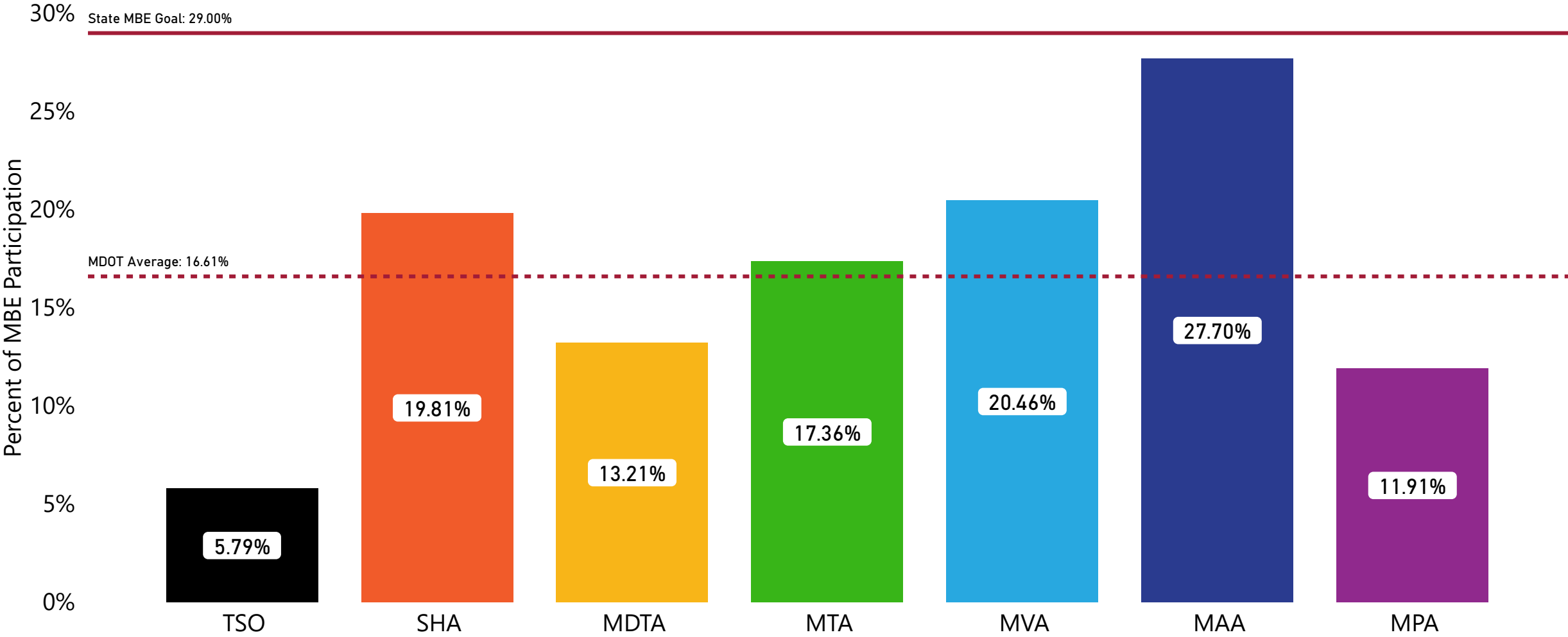
BE FAIR AND REASONABLE TO OUR PARTNERS

TANGIBLE RESULT #7

TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.1: Percent of MBE Participation Achieved by TBU - *William Villanueva*

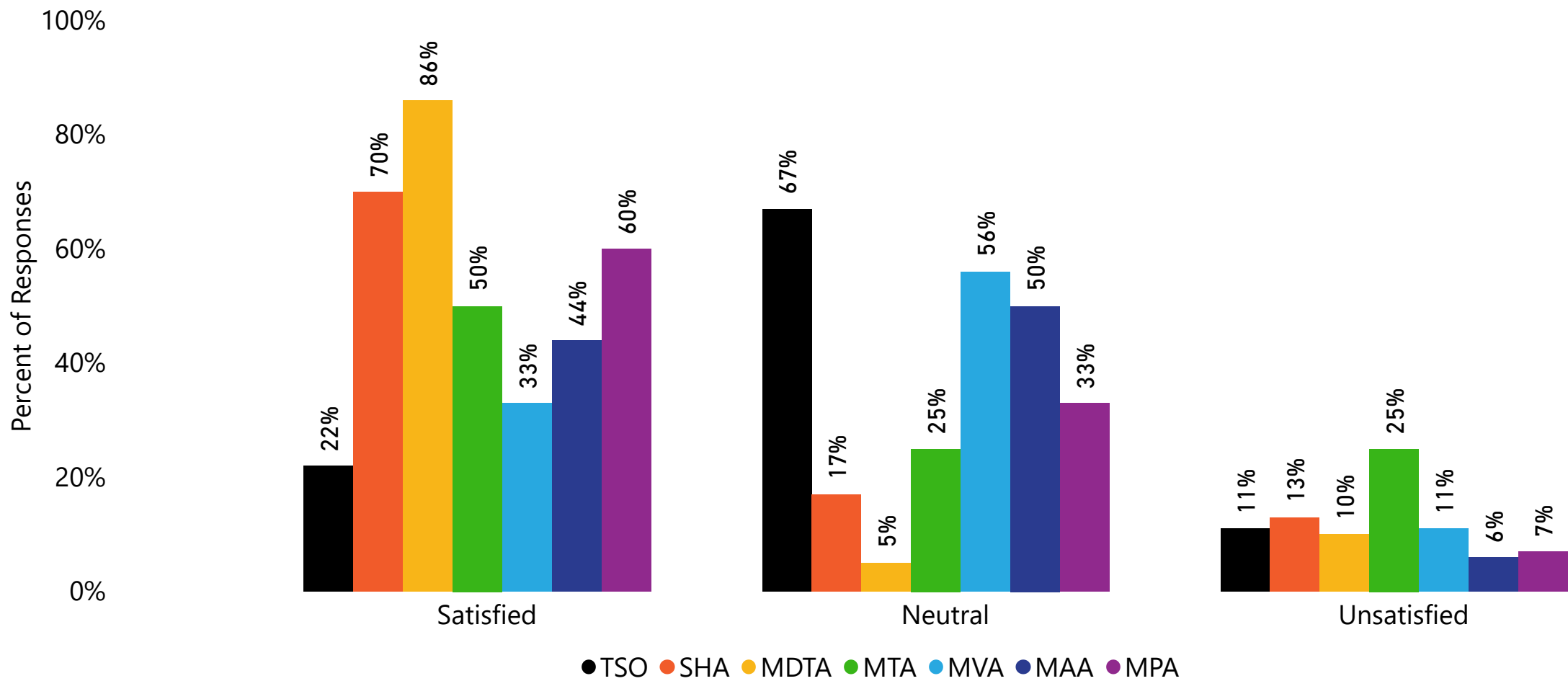
Chart 7.1.1: MBE Participation by TBU for Q1-Q3 FY2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.4: Level of Satisfaction of Our Business Partners - *Walida Johnson*

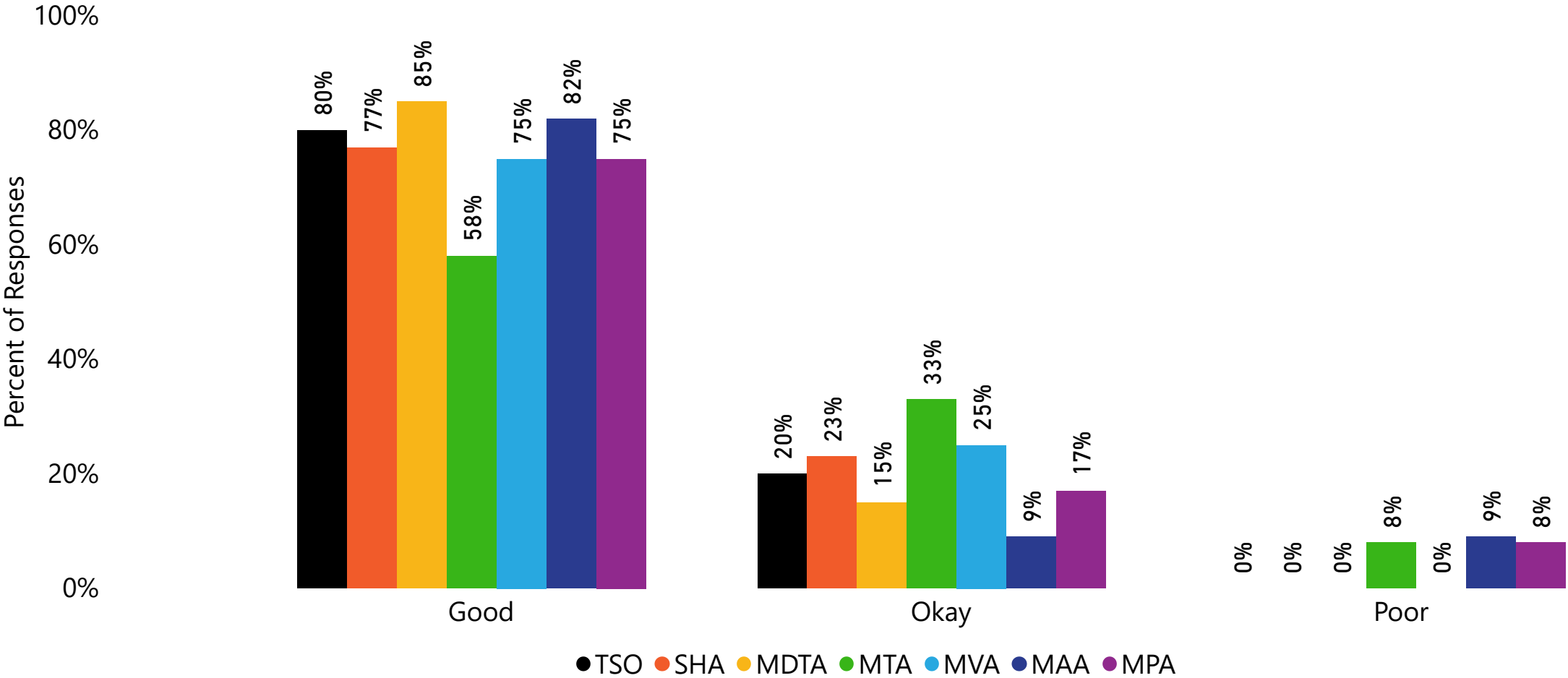
Chart 7.4.1: MDOT Non-Specialized Partner Responses to "How satisfied are you with the timeliness of payments after your invoice has been submitted?" for Q2 2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.4: Level of Satisfaction of Our Business Partners - *Walida Johnson*

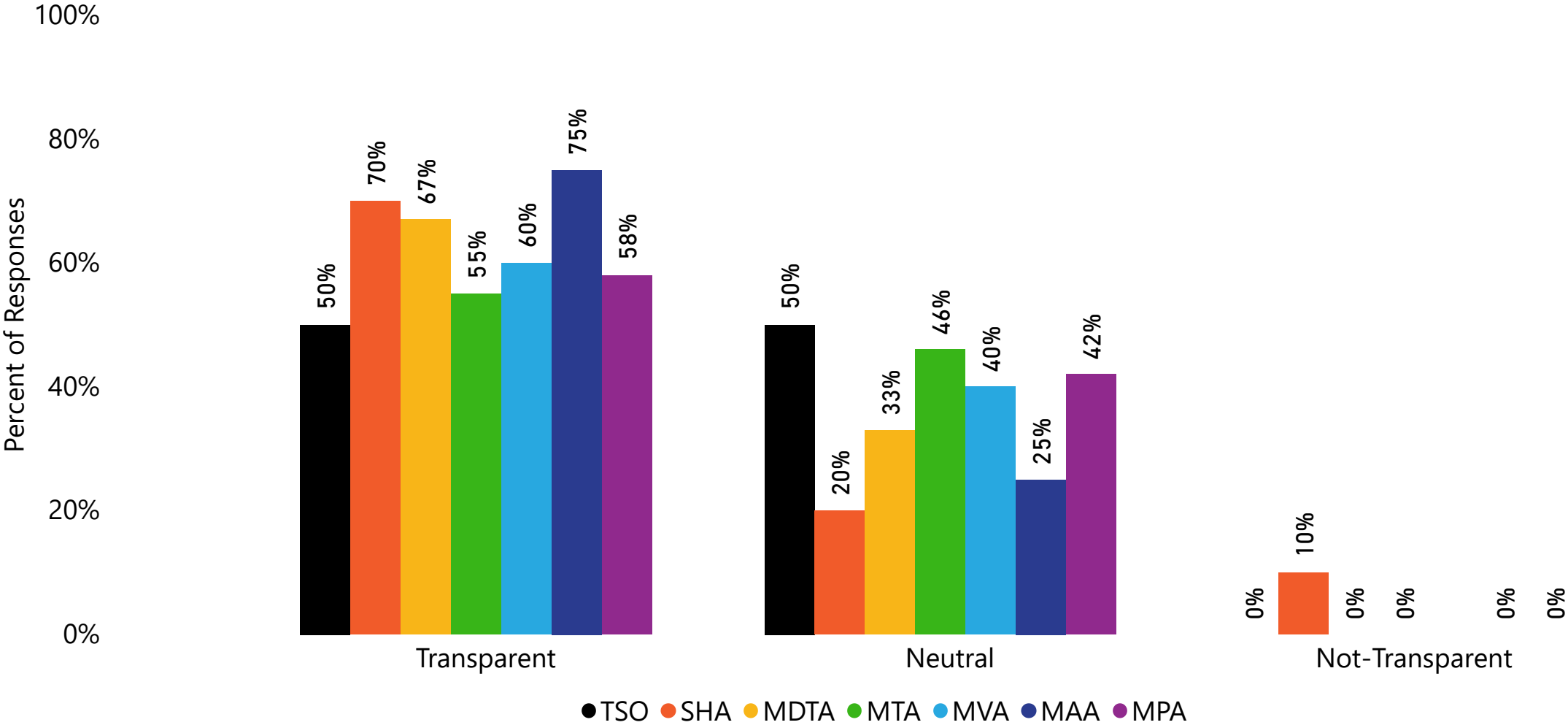
Chart 7.4.2: MDOT Non-Specialized Partner Responses to "Please rate MDOT transportation business units on how fair and reasonable they are in the management of MDOT contracts." for Q2 2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.4: Level of Satisfaction of Our Business Partners - *Walida Johnson*

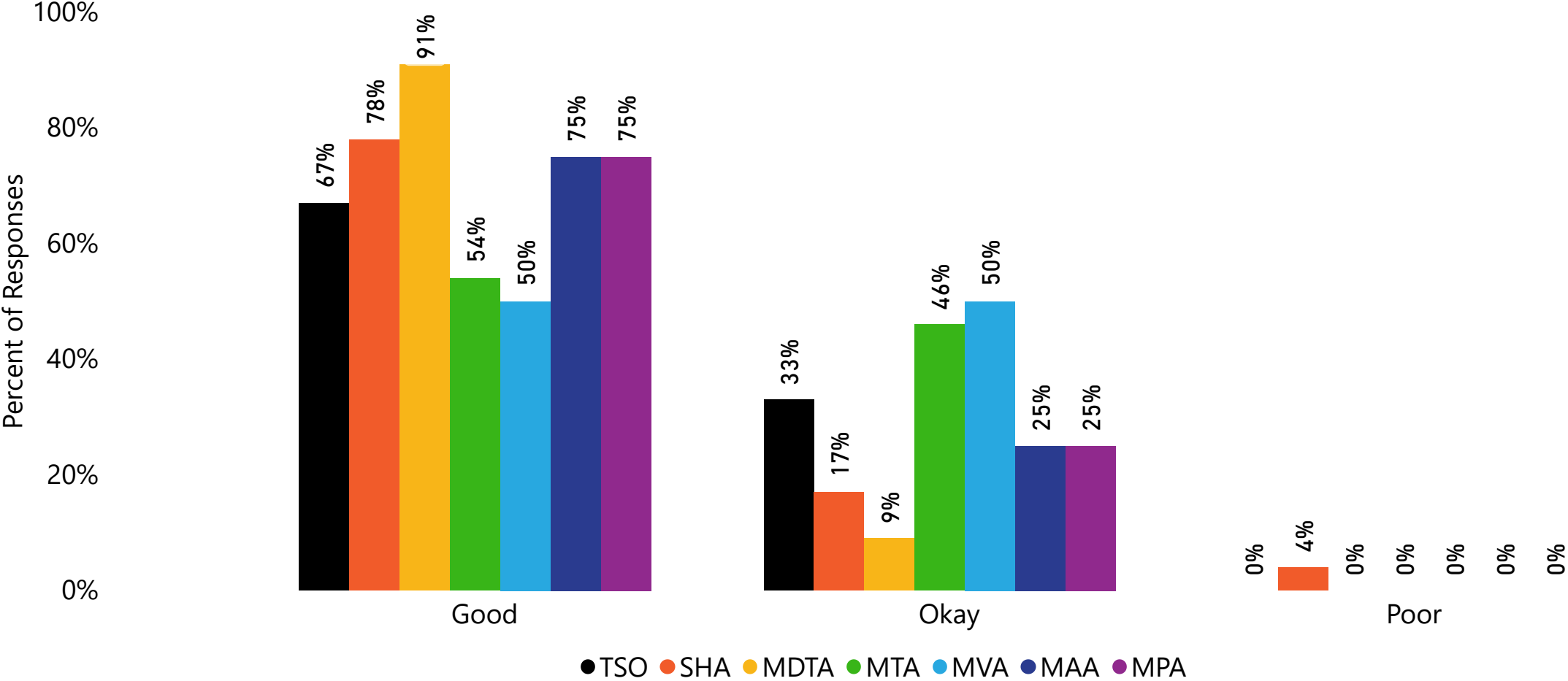
Chart 7.4.3: MDOT Non-Specialized Partner Responses to "Is the procurement process transparent?" for Q2 2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.4: Level of Satisfaction of Our Business Partners - *Walida Johnson*

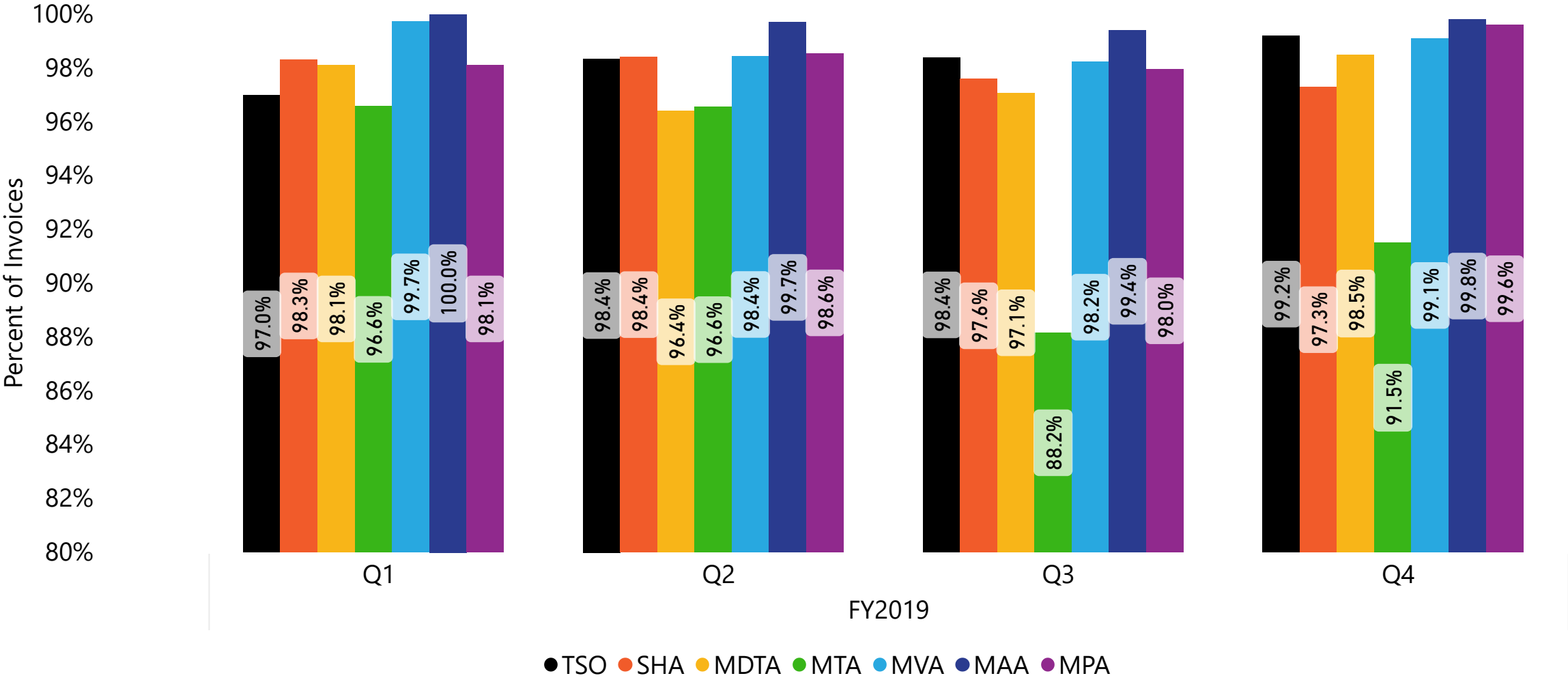
Chart 7.4.4: MDOT Non-Specialized Partner Responses to "Please rate the MDOT transportation business units as business partners." for Q2 2019



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements - *Ken Haynie*

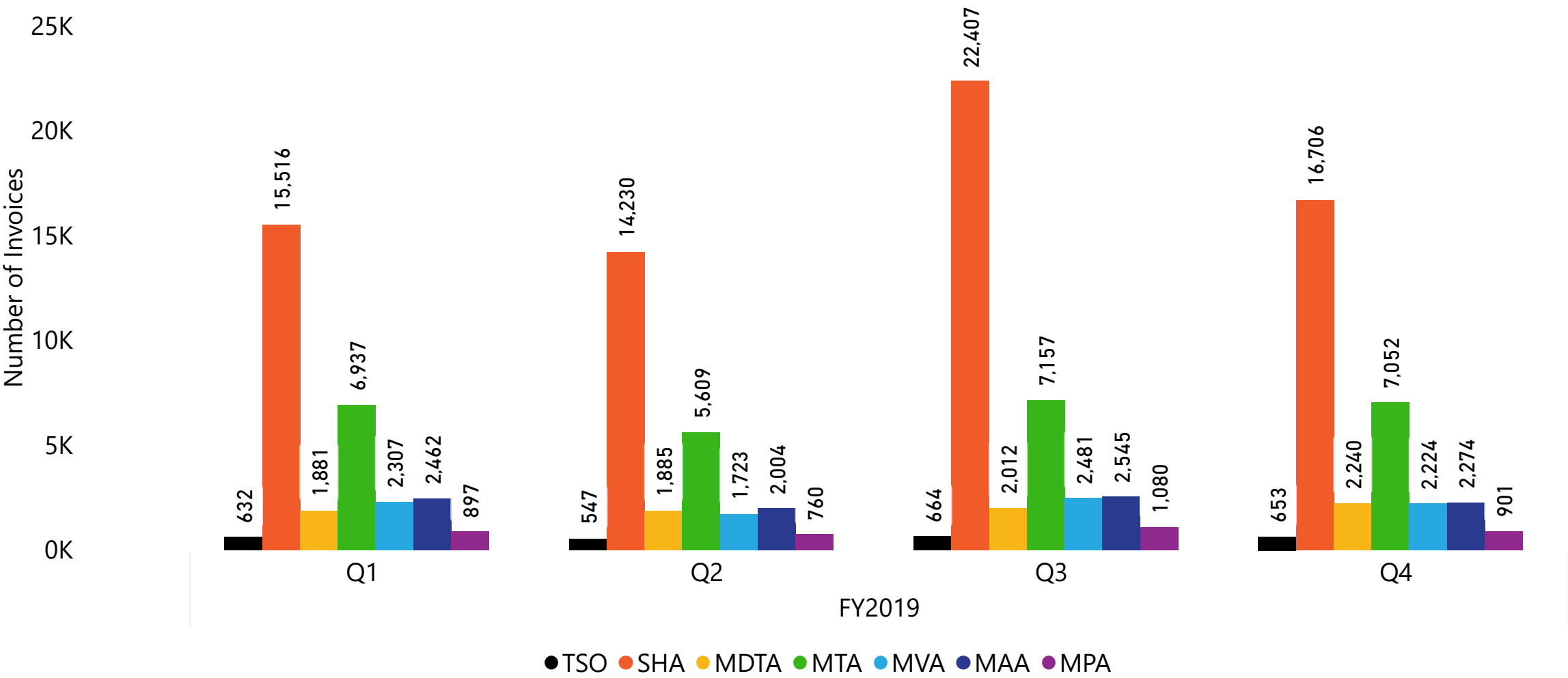
Chart 7.5.1: Percent of Invoices Properly Paid within 30 Days



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements - *Ken Haynie*

Chart 7.5.2: Total Number of Invoices Paid



TR#7: BE FAIR AND REASONABLE TO OUR PARTNERS

PM#7.5: Invoices Properly Paid to Our Partners in Compliance with State Requirements - *Ken Haynie*

Chart 7.5.3: Total Number of Invoices by TBU

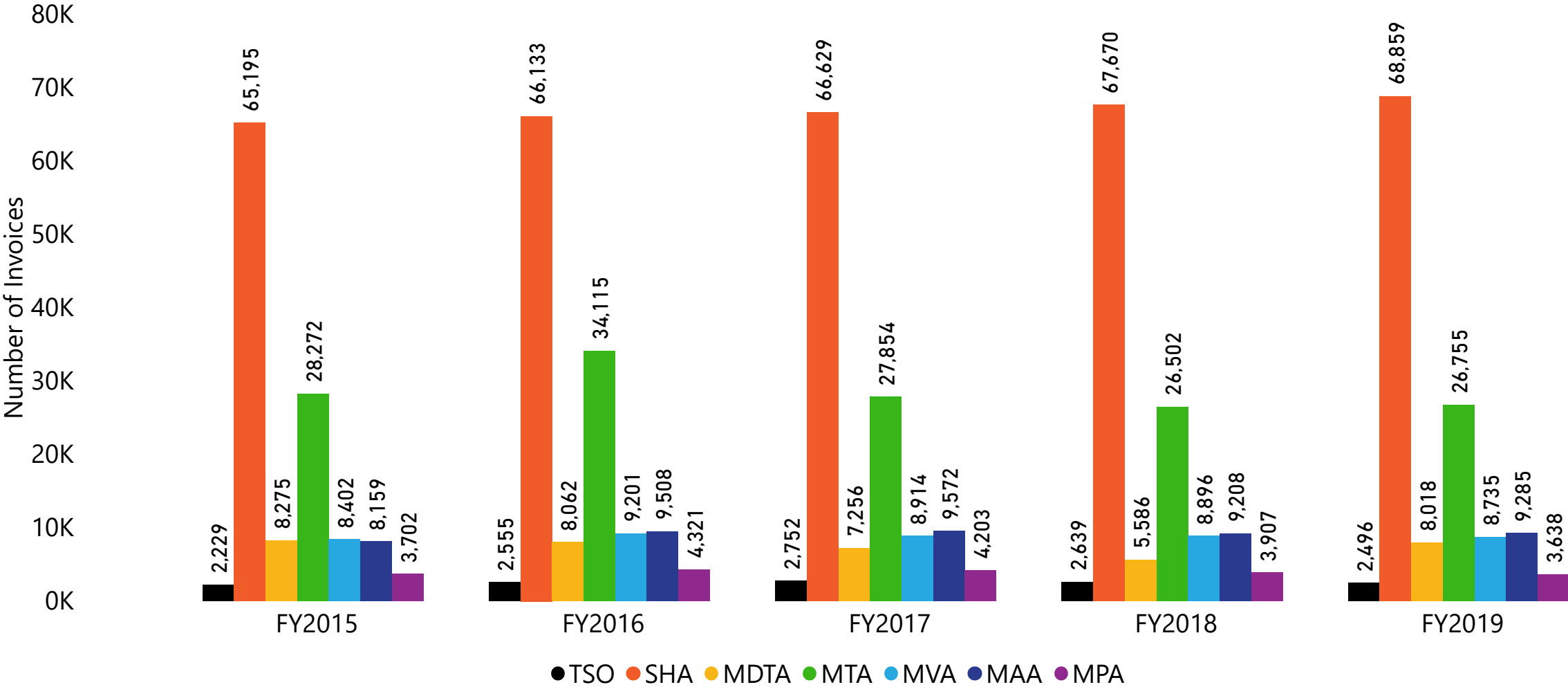


Chart 7.6.1: Running Twelve Month Procurement Protests by Quarter

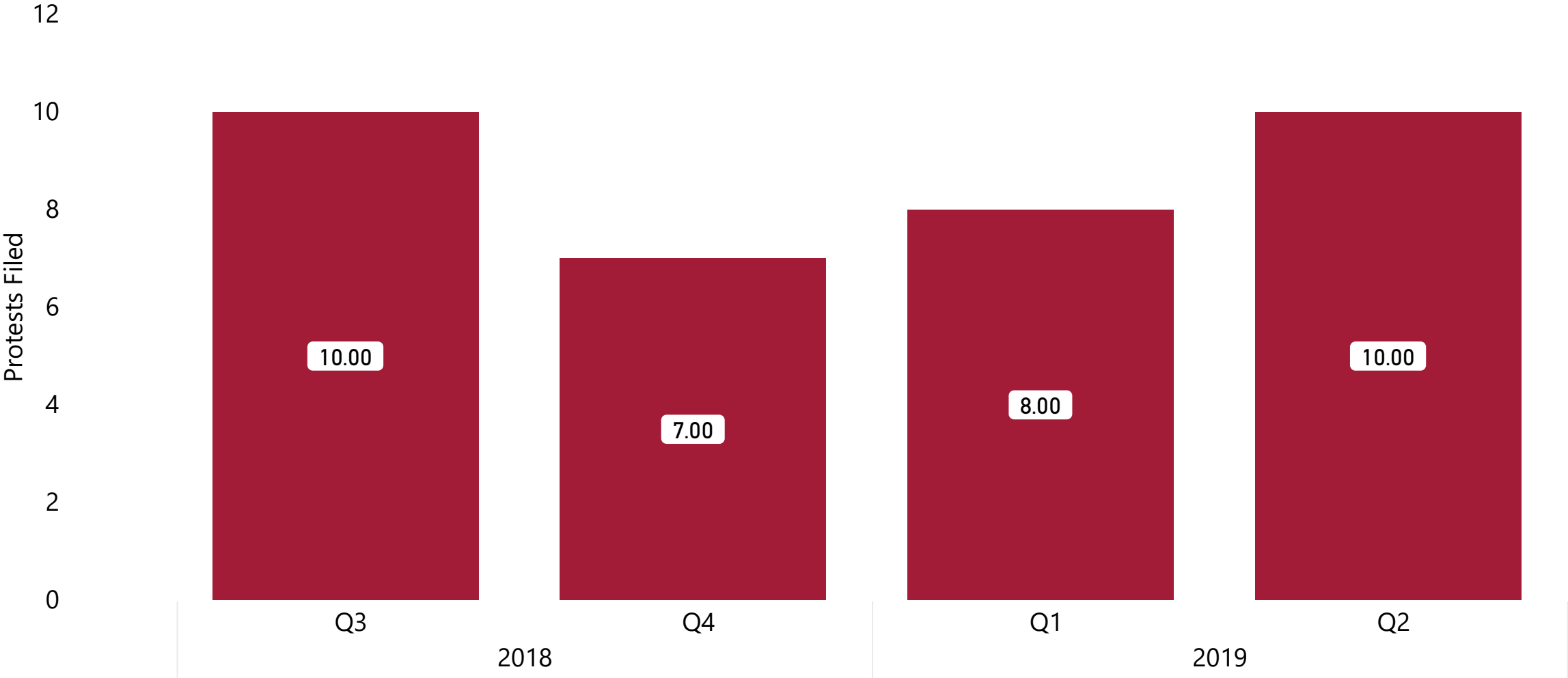
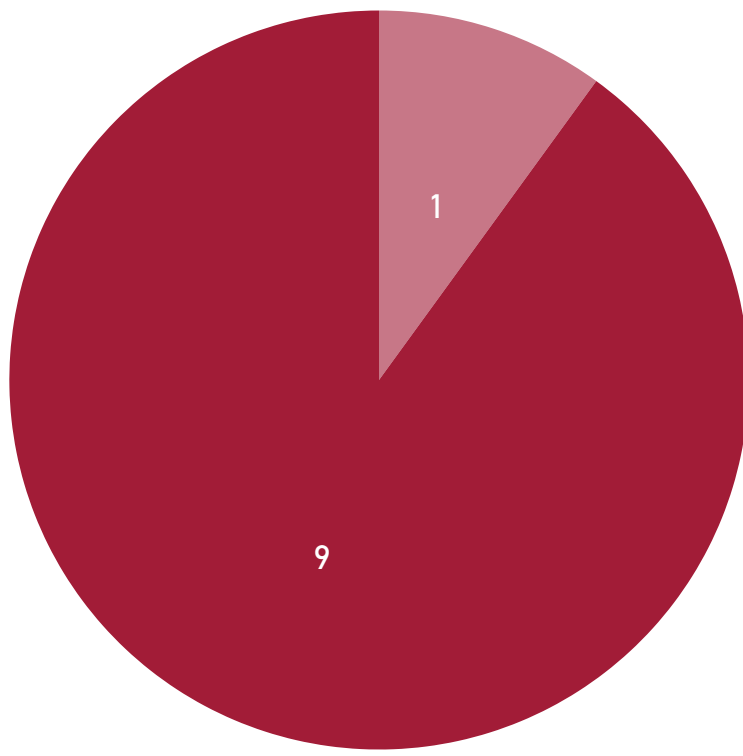
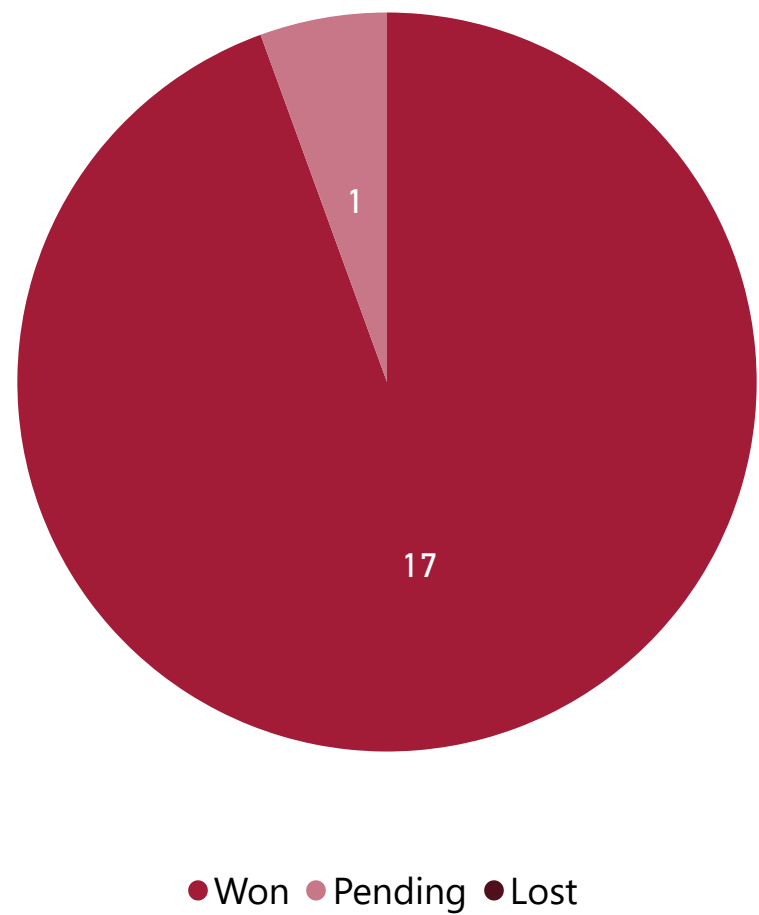


Chart 7.6.2: Protests Appealed/Not Appealed for Q2 2019



● Appealed ● Not Appealed

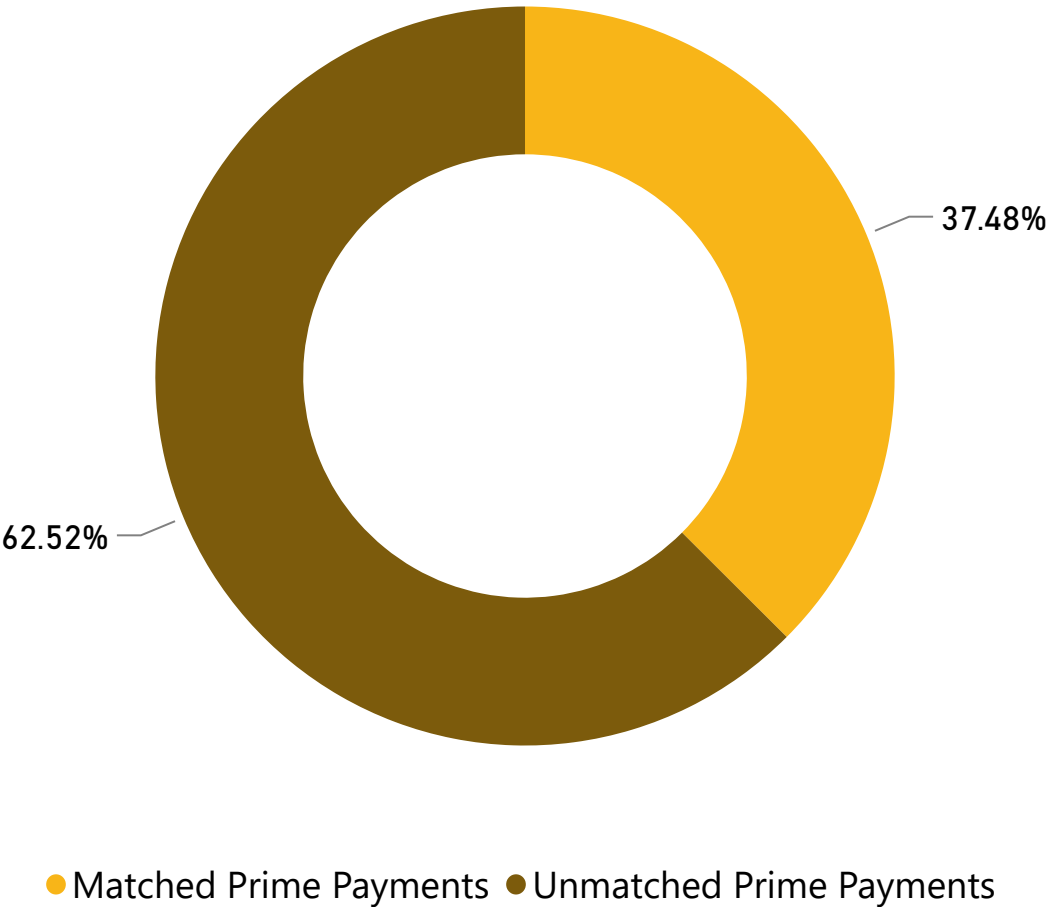
Chart 7.6.3: Protests Won/Lost/Pending for 2019 YTD





PRESENTING:
TANGIBLE RESULT #7
TBU-SPECIFIC MEASURES

MDTA 7.1.1: Matched vs. Unmatched Prime Payments - Sept. 2015-July 2019

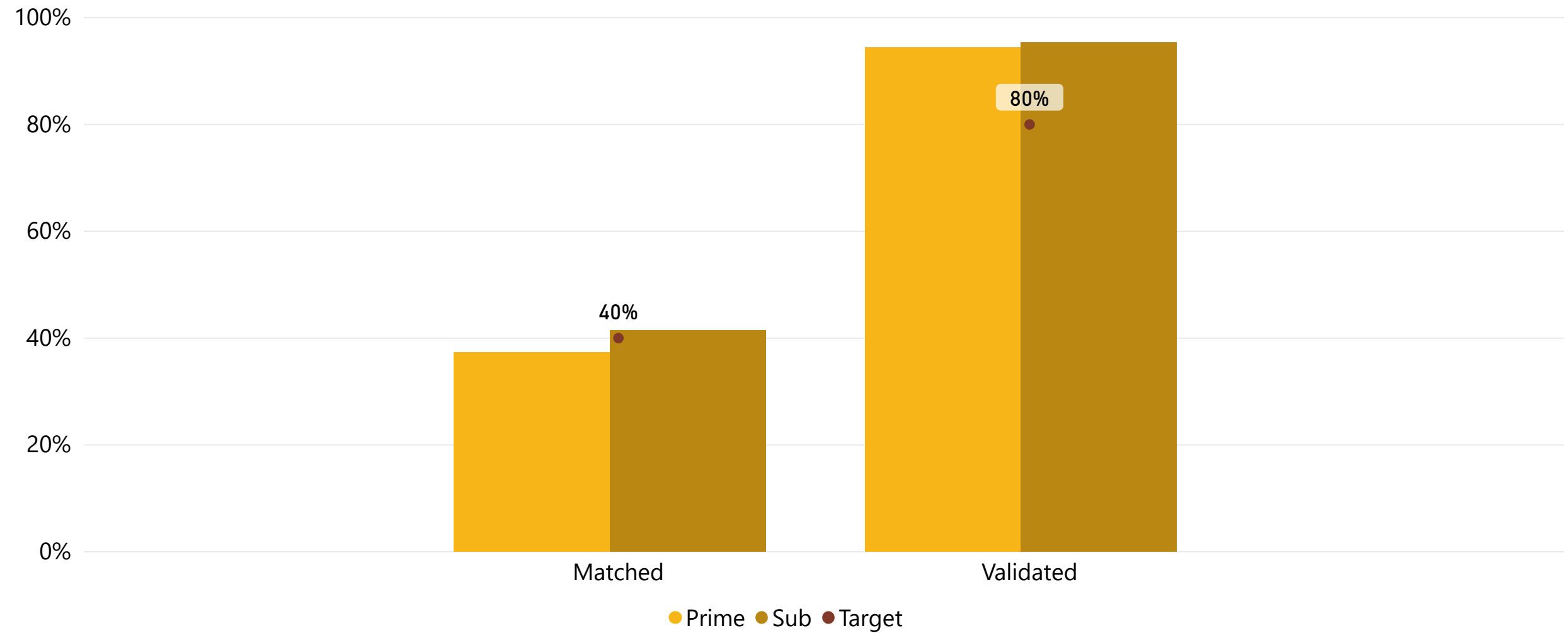


MDTA 7.1.2: Matched vs. Unmatched MBE Payments - Sept. 2015-July 2019



● Matched Sub Payments ● Unmatched Sub Payments

MDTA 7.1.3: Percent of Matched Payments Validated - Sept. 2015-July 2019





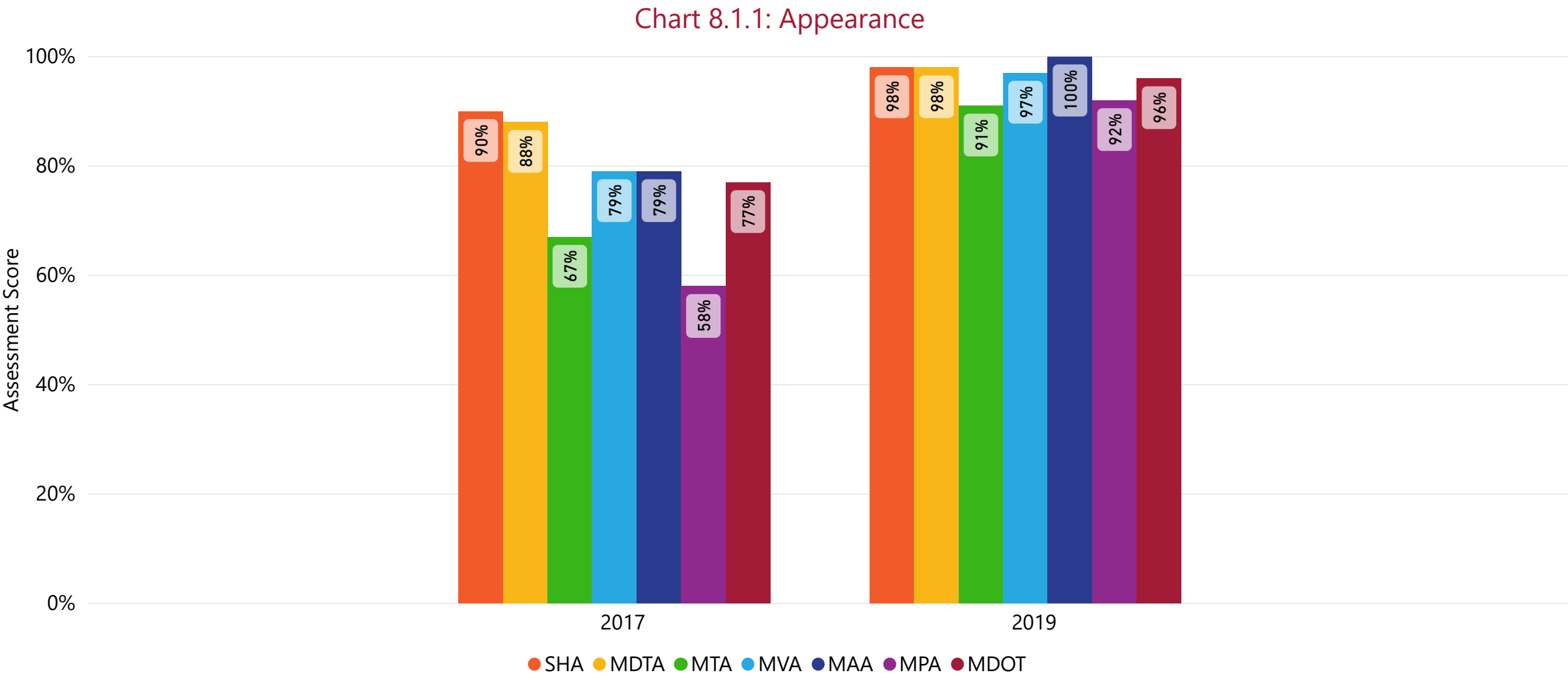
PRESENTING:

BE A GOOD NEIGHBOR

TANGIBLE RESULT #8

TR#8: BE A GOOD NEIGHBOR

PM#8.1: Percent of MDOT Facilities that Meet or Exceed Our Neighbors' Expectations - *Tony Crawford*



TR#8: BE A GOOD NEIGHBOR

PM#8.1: Percent of MDOT Facilities that Meet or Exceed Our Neighbors' Expectations - *Tony Crawford*

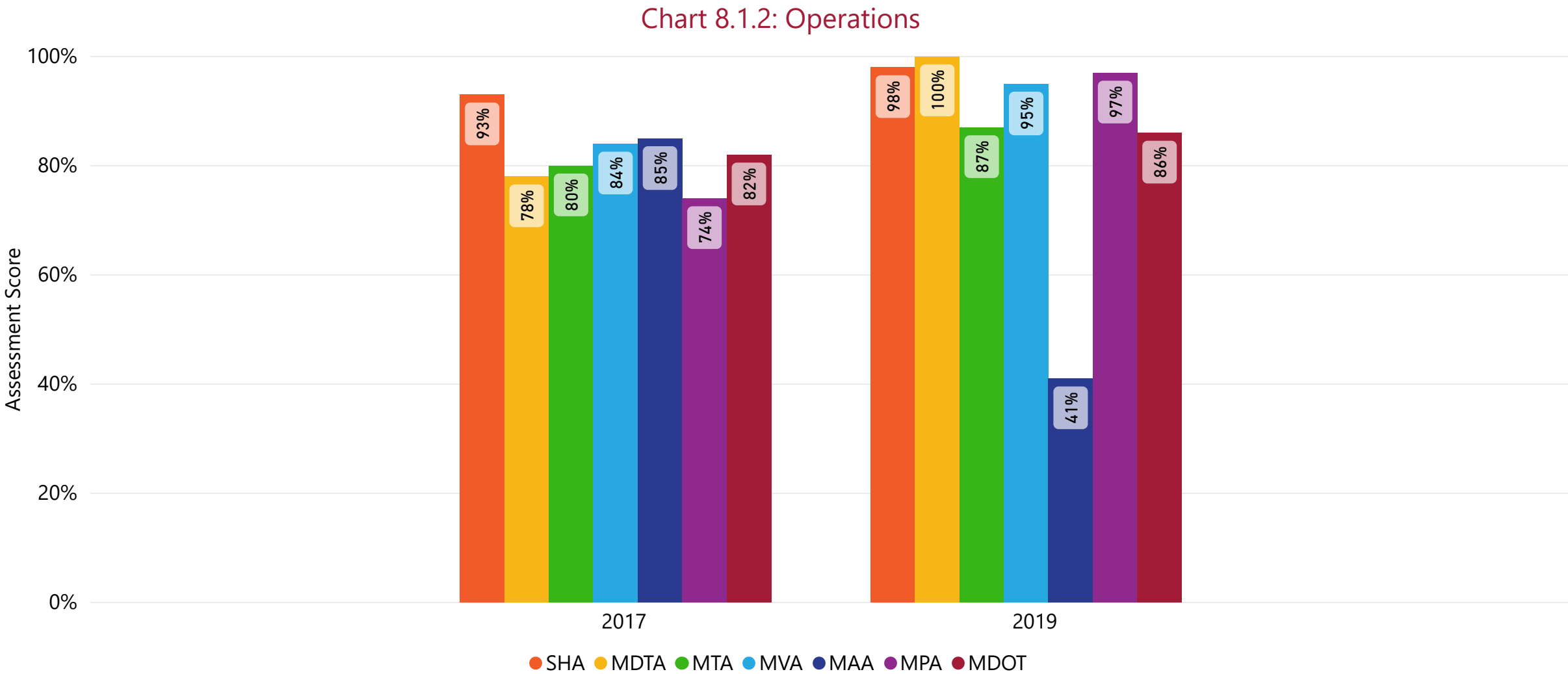


Chart 8.2.1: Percent of Administrative Buildings that are ADA Compliant

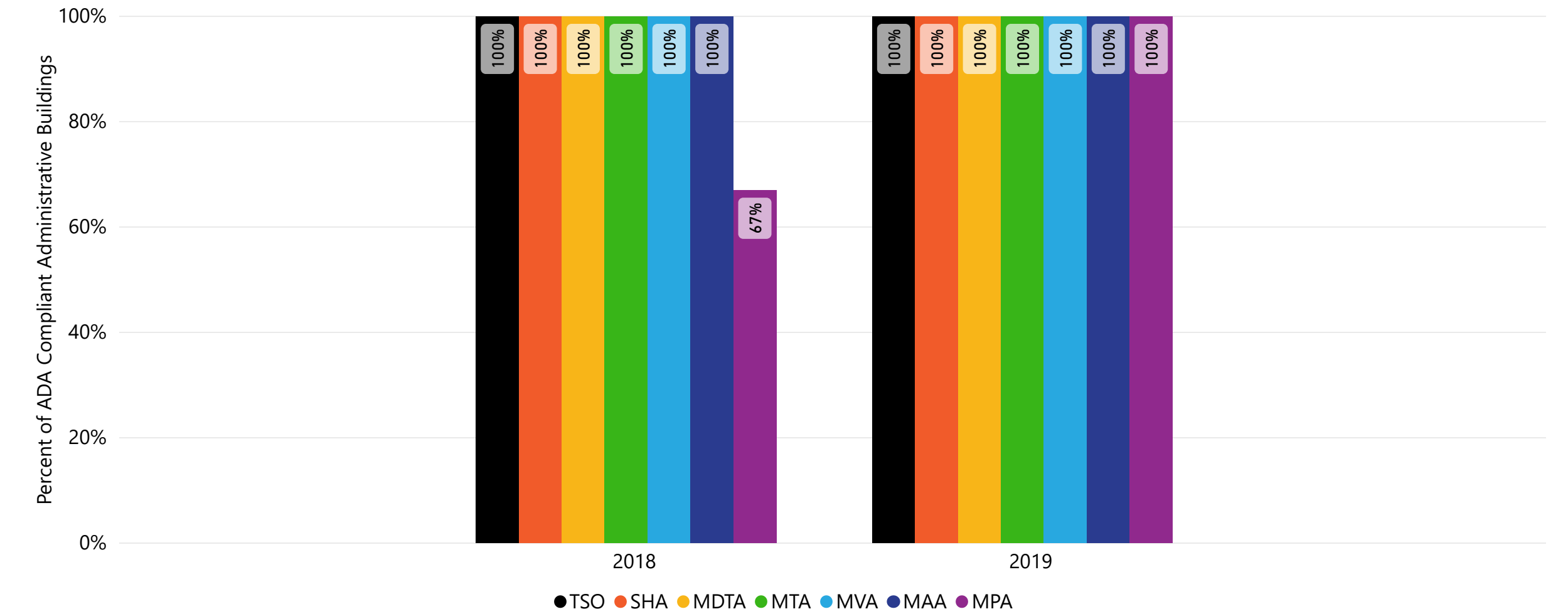


Chart 8.3.1: Speeding Violations by TBU

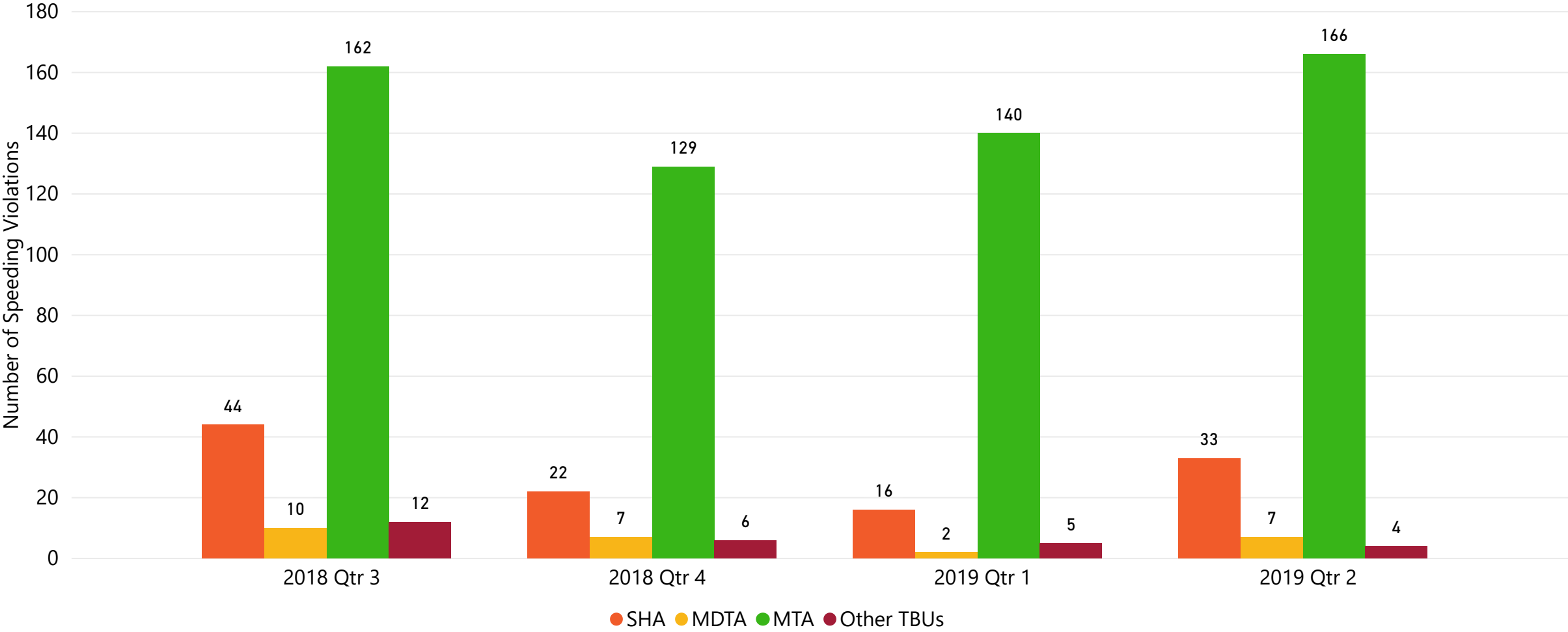


Chart 8.3.2: Red Light Camera Violations by TBU

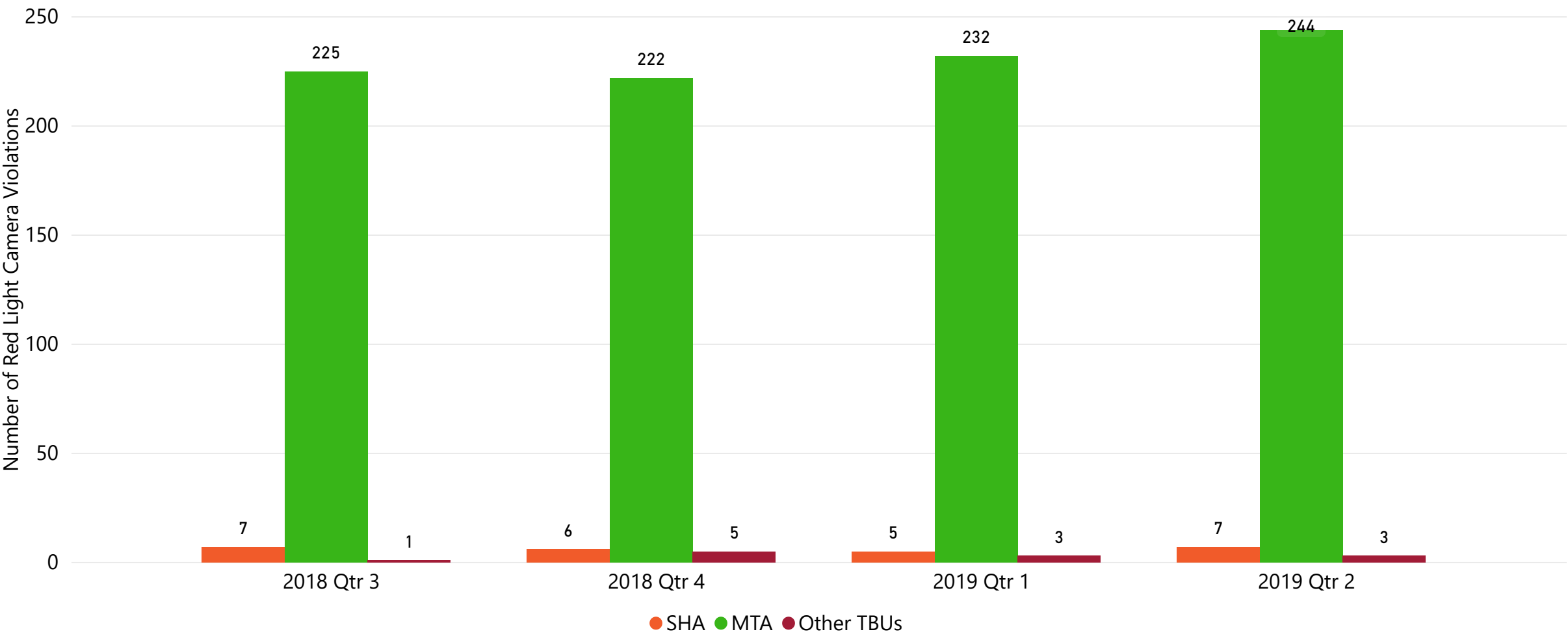
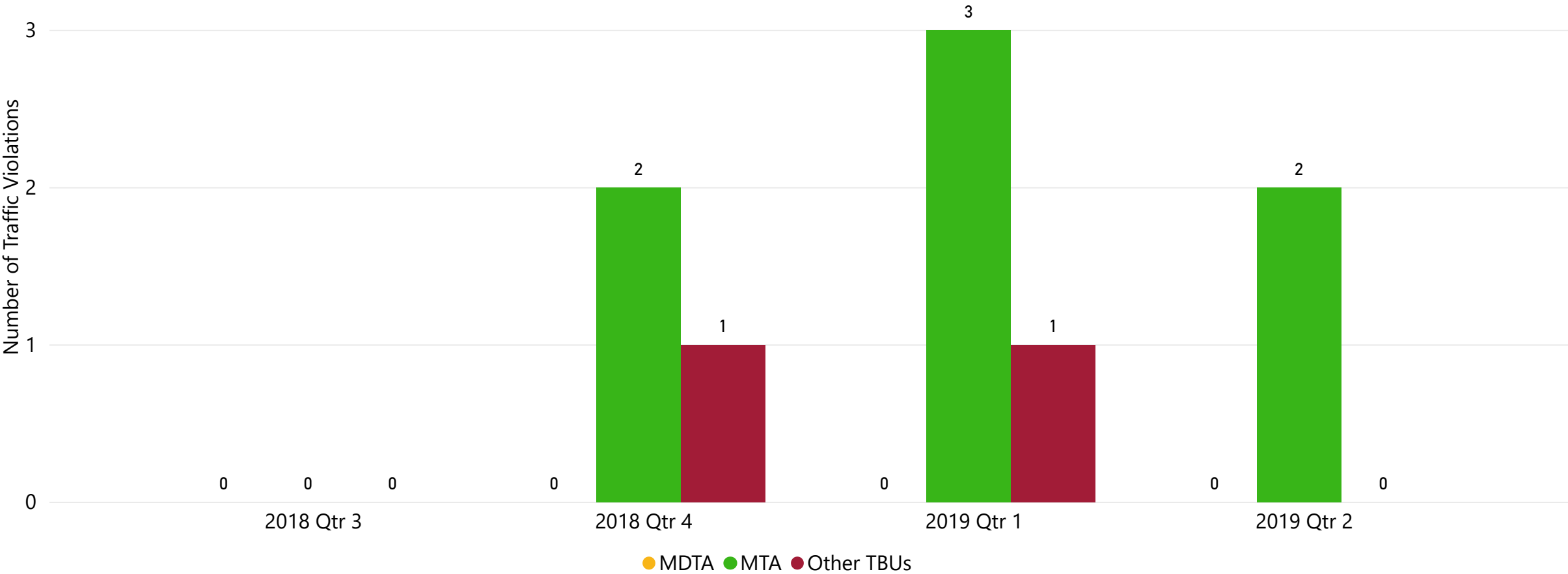


Chart 8.3.3: All Other Traffic Violations by TBU





PRESENTING:

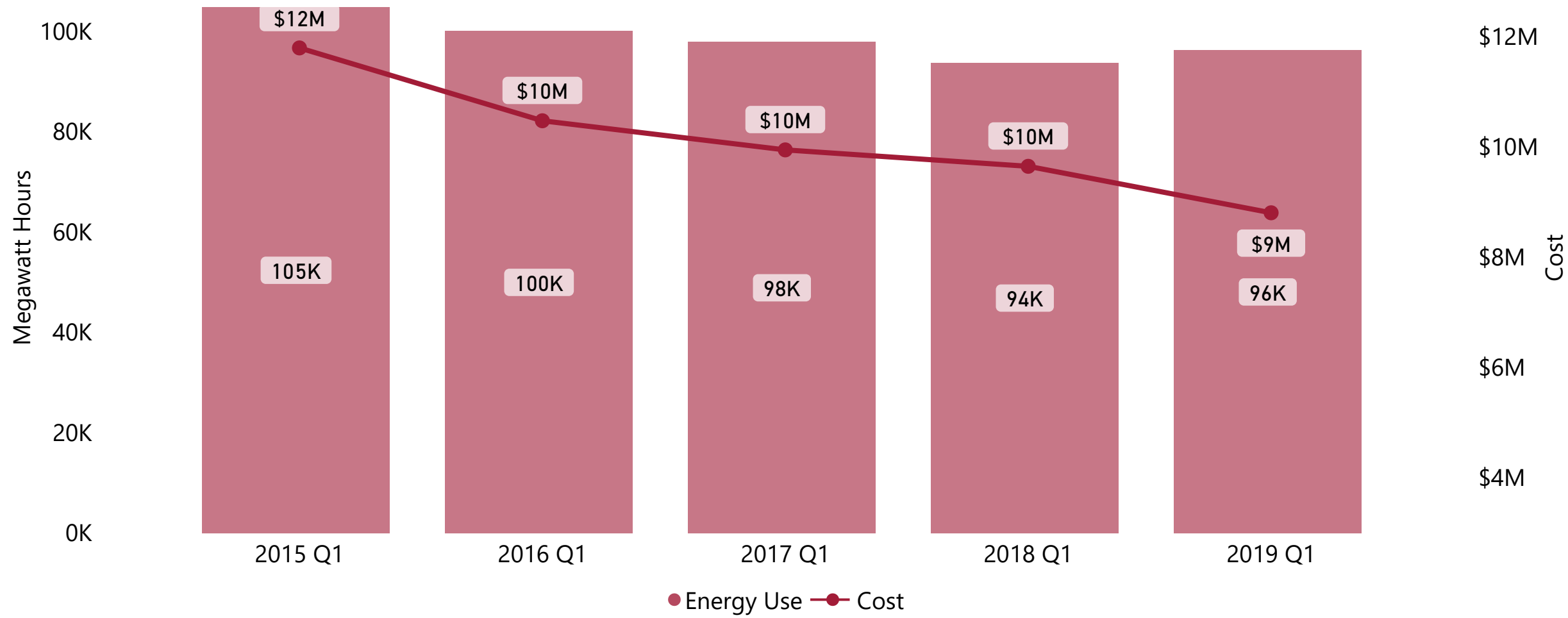
BE A GOOD STEWARD OF OUR ENVIRONMENT

TANGIBLE RESULT #9

TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.3: Energy Management - *Eddie Lukemire*

Chart 9.3C.1: Total MDOT Utility Generated Electricity Use & Cost



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.3: Energy Management - *Eddie Lukemire*

Chart 9.3D.1: Total MDOT Renewable Energy Generation & Cost Savings

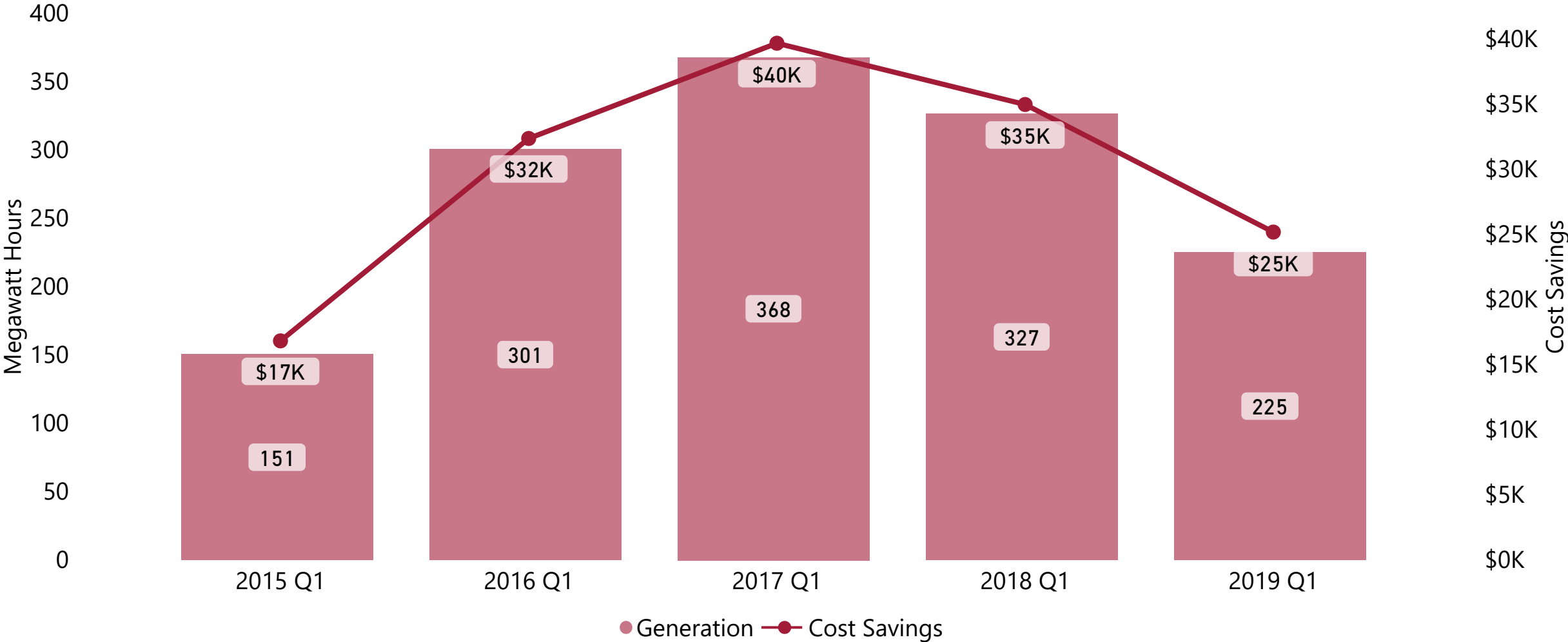


Chart 9.4A.1: Electric Vehicles Registered in Maryland

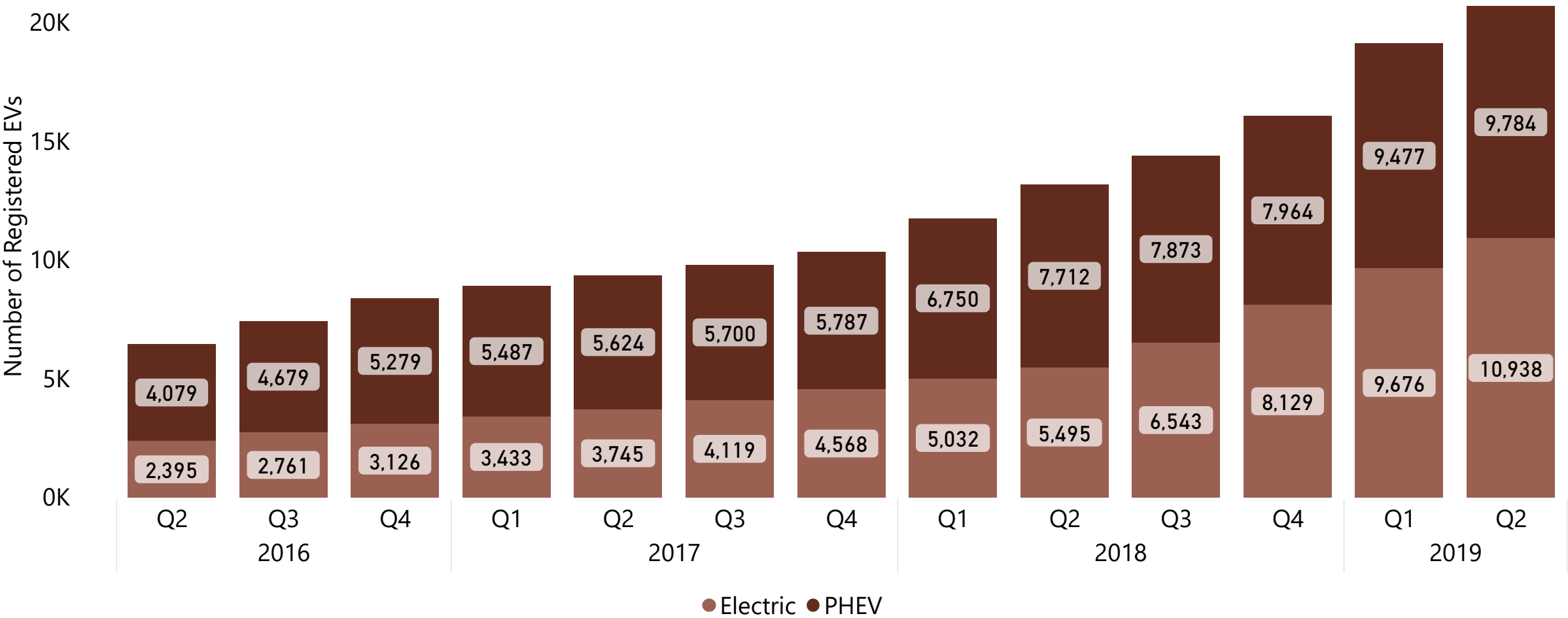
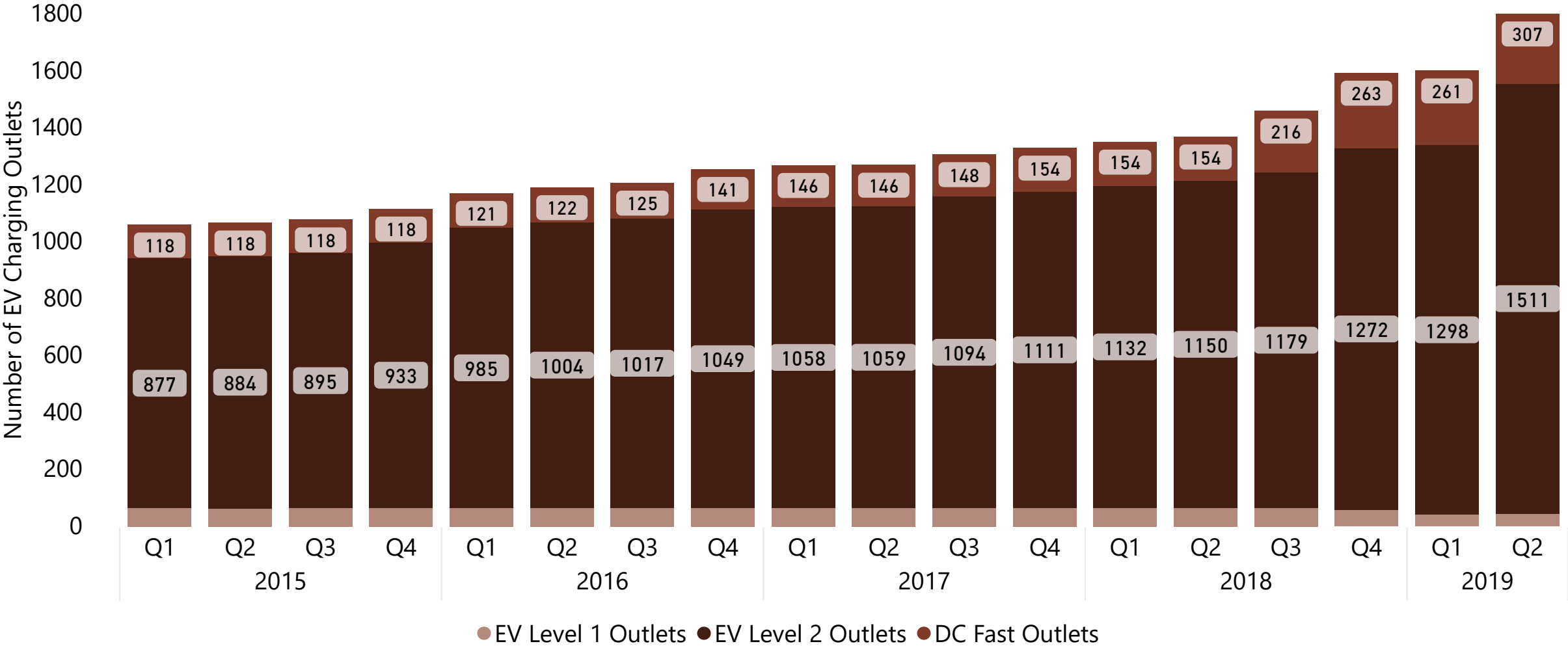


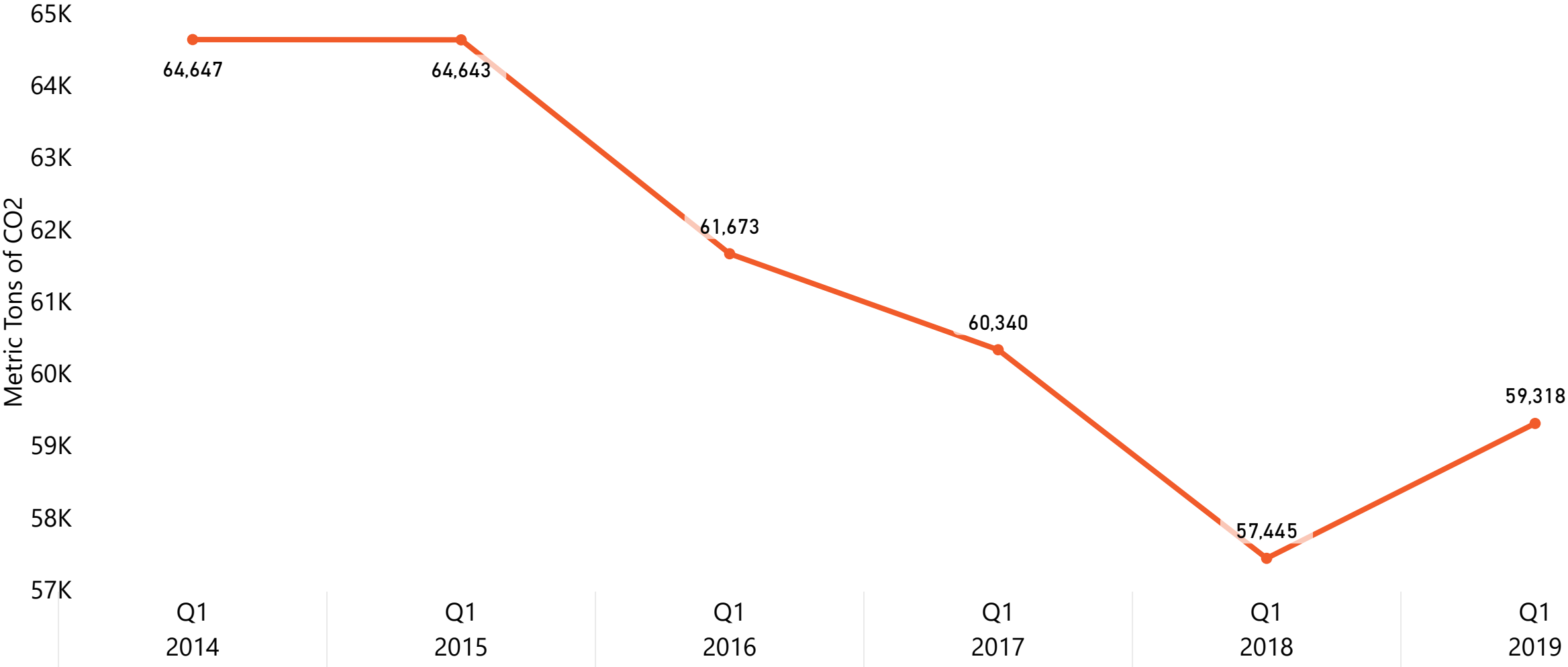
Chart 9.4A.2: Electric Vehicle Charging Outlets



TR#9: BE A GOOD STEWARD OF OUR ENVIRONMENT

PM#9.4: Air Quality - Colleen Turner

Chart 9.4B.2: CO2e Emissions from Electricity Use





PRESENTING:

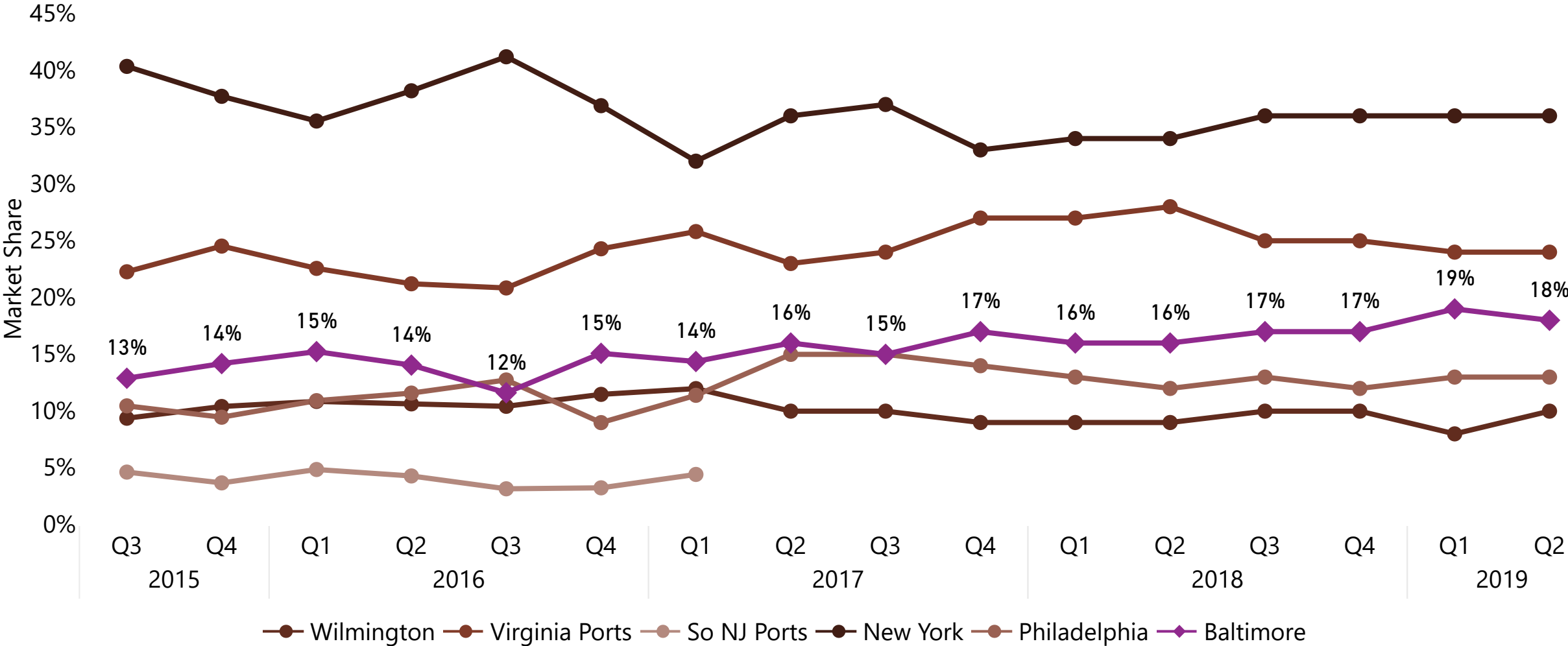
FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

TANGIBLE RESULT #10

TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility - *Dominic Scurti*

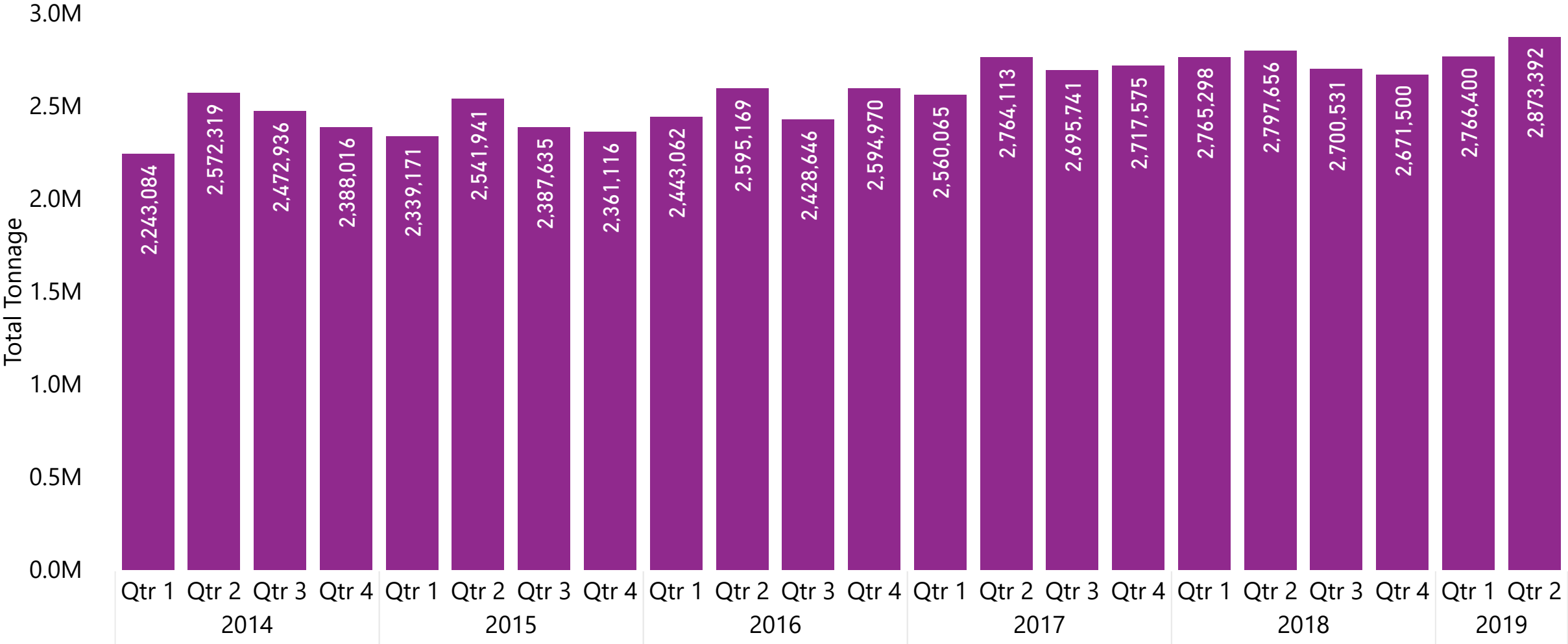
Chart 10.3A.1: Quarterly Market Share, Mid-Atlantic Ports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.3: Freight Mobility - *Dominic Scurti*

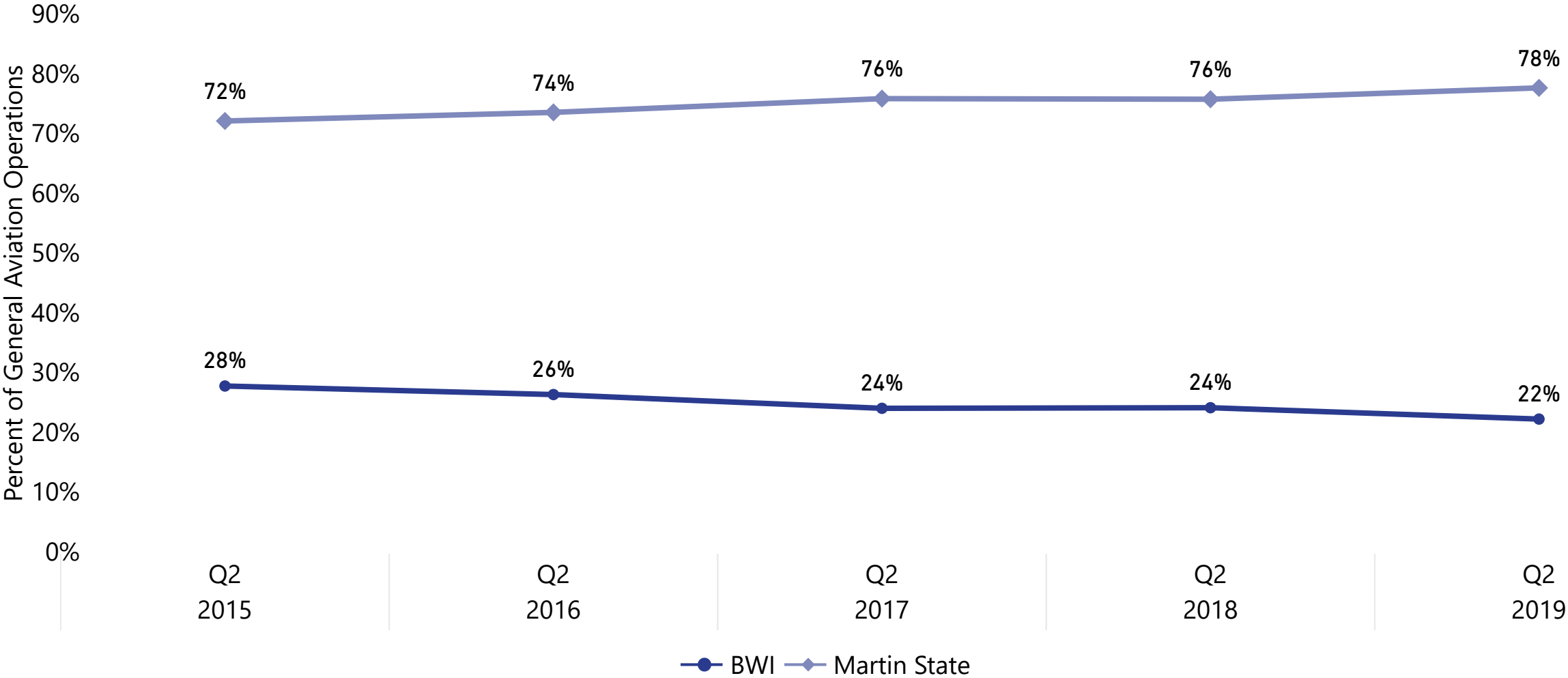
Chart 10.3B.1: MPA Total General Cargo Tons



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share - *Jack Cahalan*

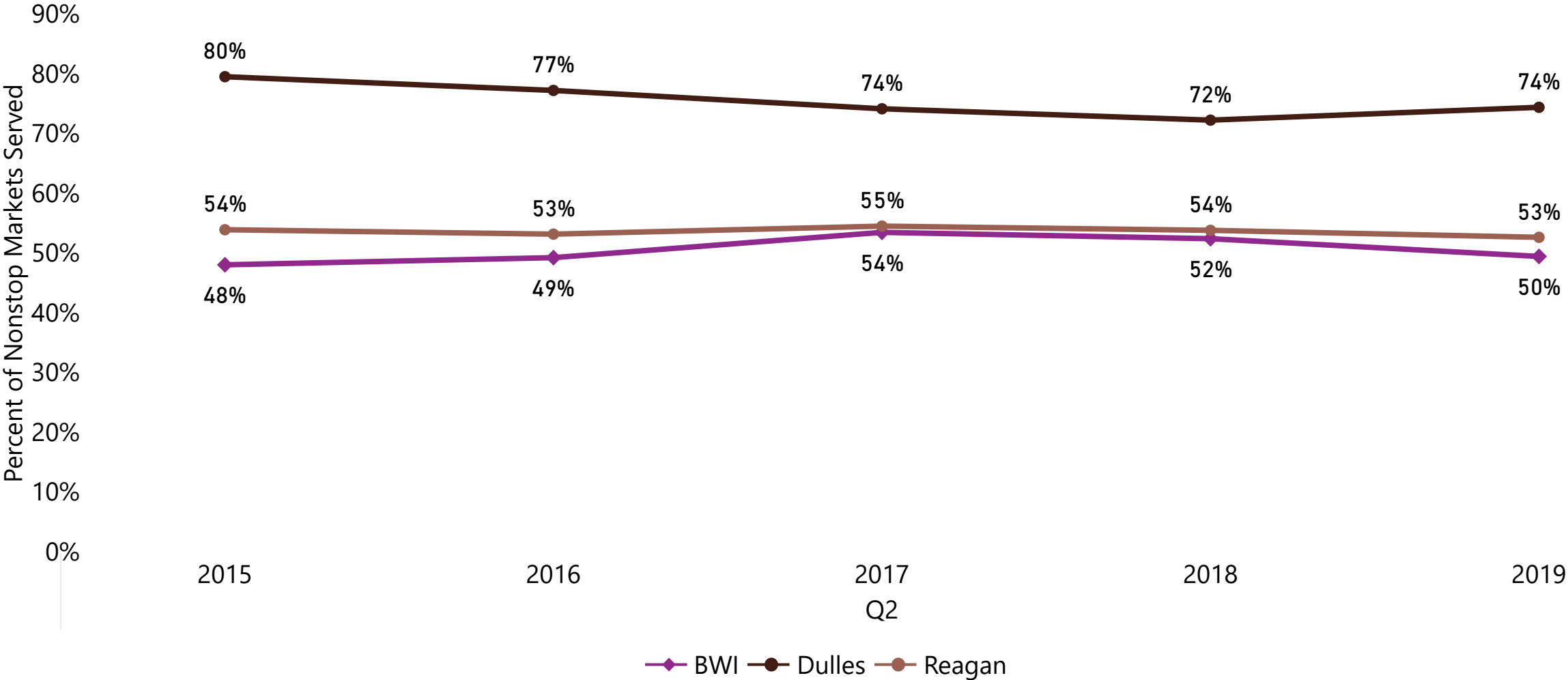
Chart 10.8A.1: Percent of All General Aviation Operations Other than Local Operations



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share - *Jack Cahalan*

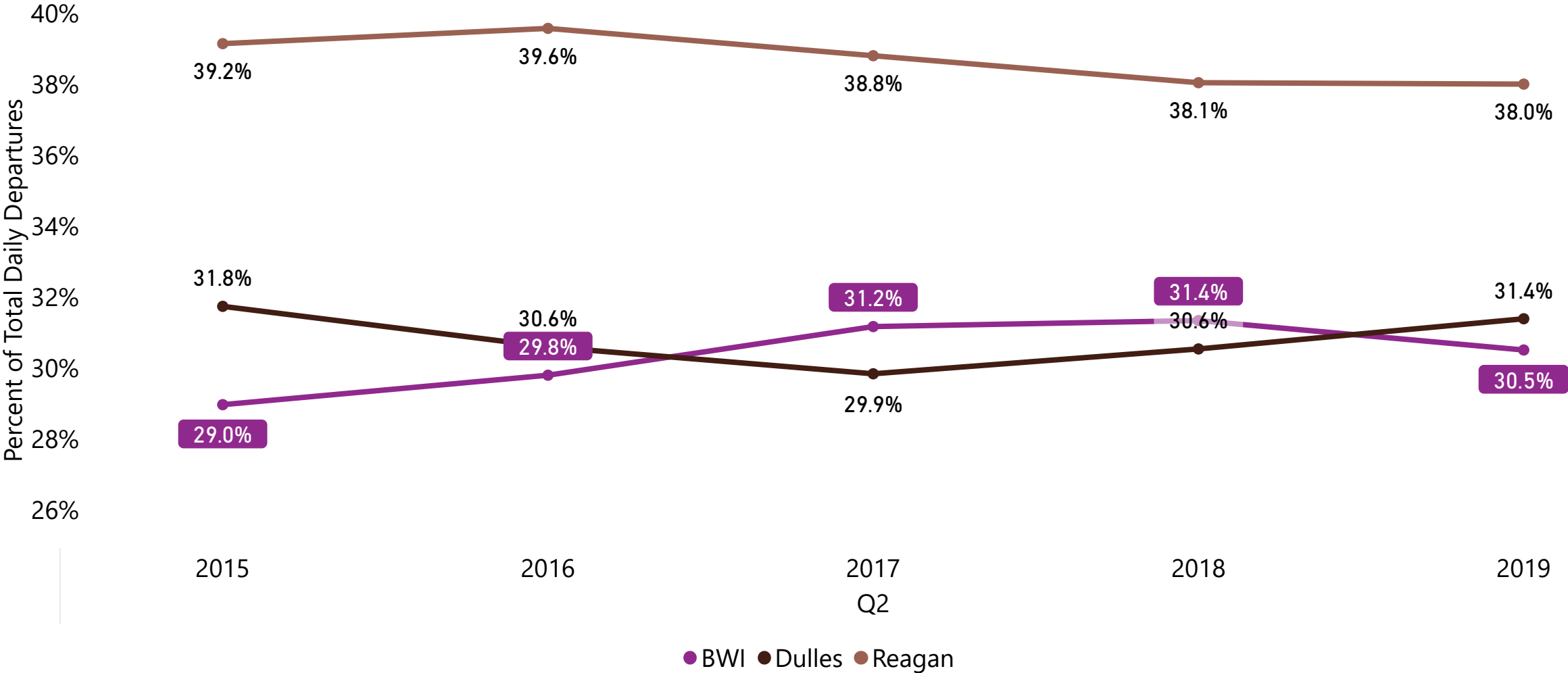
Chart 10.8B.1: Percent of Nonstop Markets Served Relative to Benchmark Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share - Jack Cahalan

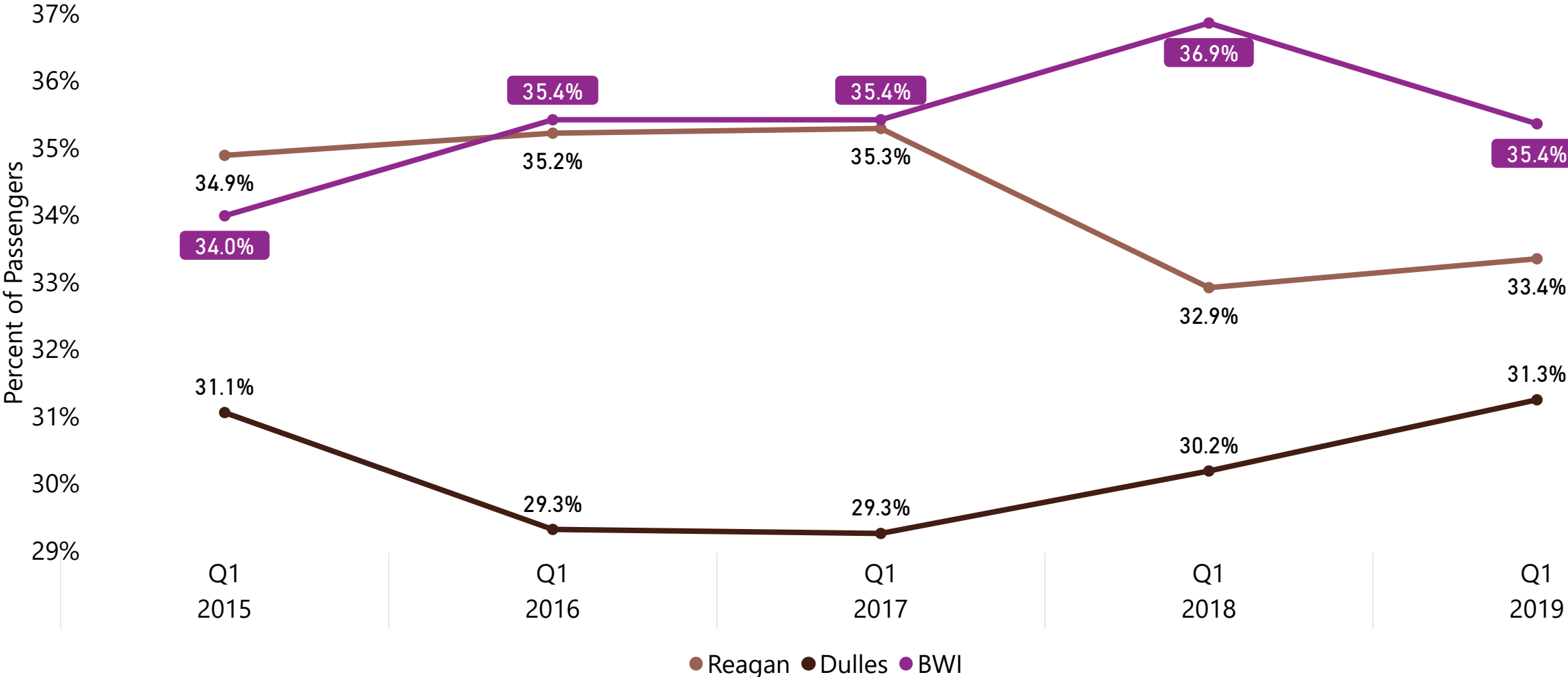
Chart 10.8C.1: Percent of Total Daily Departures at the Region's Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.8: Market Share - *Jack Cahalan*

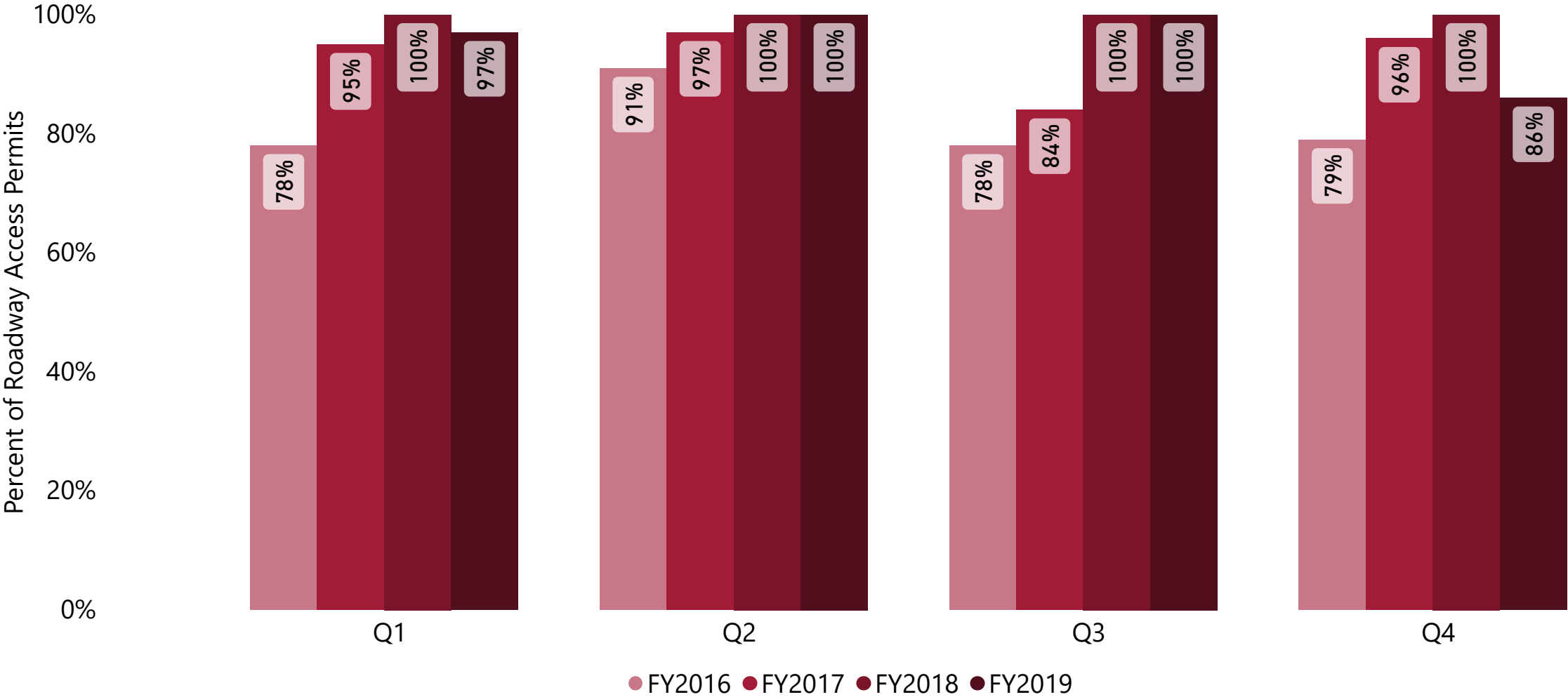
Chart 10.8C.2: Percent of Passengers Using the Region's Airports



TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM#10.9: Percent of Roadway Access Permits Issued within 21 Days or Less - *Glen Carter*

Chart 10.9.1: Percent of Roadway Access Permits Issued within 21 Days by Quarter





PRESENTING:
TANGIBLE RESULT #10
TBU SPECIFIC MEASURES

TR#10: FACILITATE ECONOMIC OPPORTUNITY IN MARYLAND

PM TSO 10.1: Value of Land Sold - *Glen Carter*

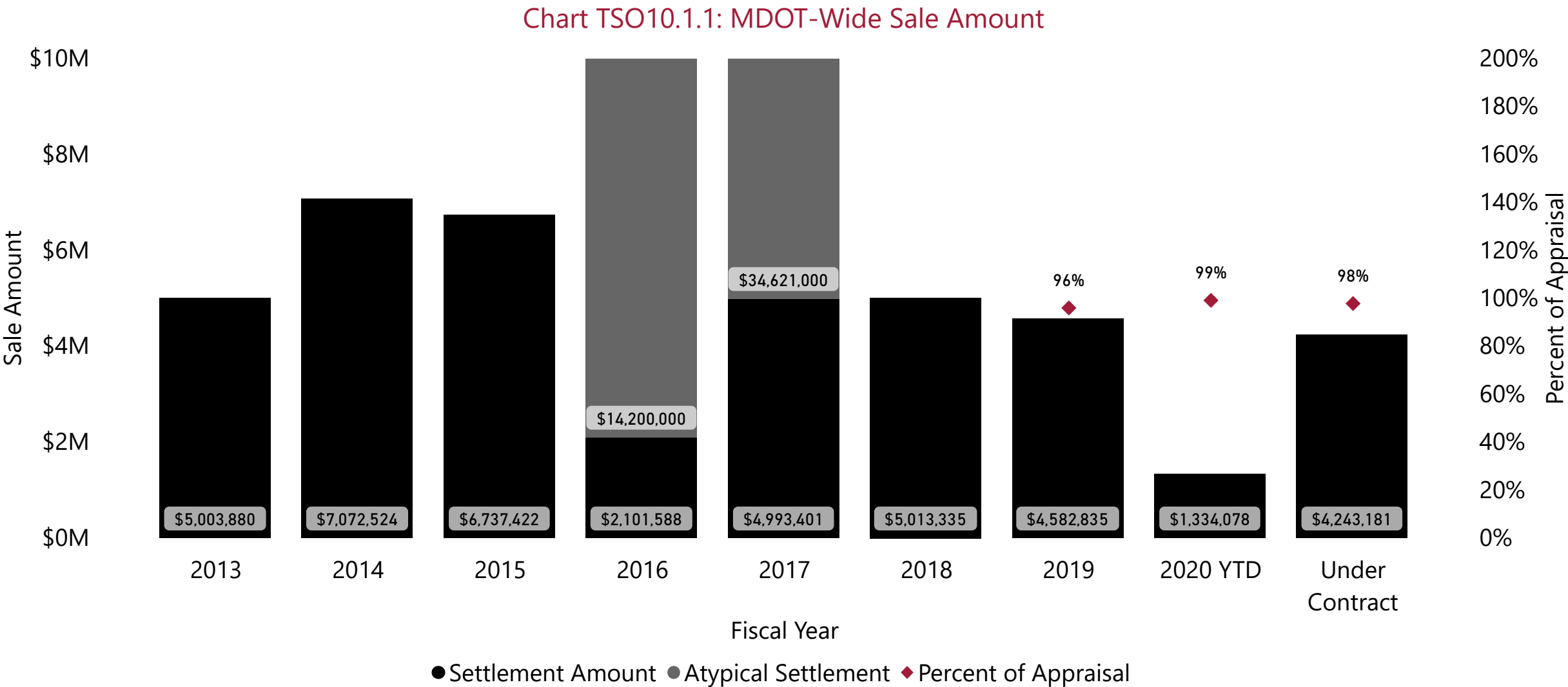


Chart TSO10.1.2: MDOT-Wide Number of Parcels Sold

